

AD-A139 643

EVALUATION OF THE TRI-SERVICE LABORATORY SYSTEM VOLUME  
4 APPENDICES(U) LITTLE (ARTHUR D) INC CAMBRIDGE MA  
20 JUN 83 ADL-0209-2-LAB-1-Y-FINAL-VOL-4

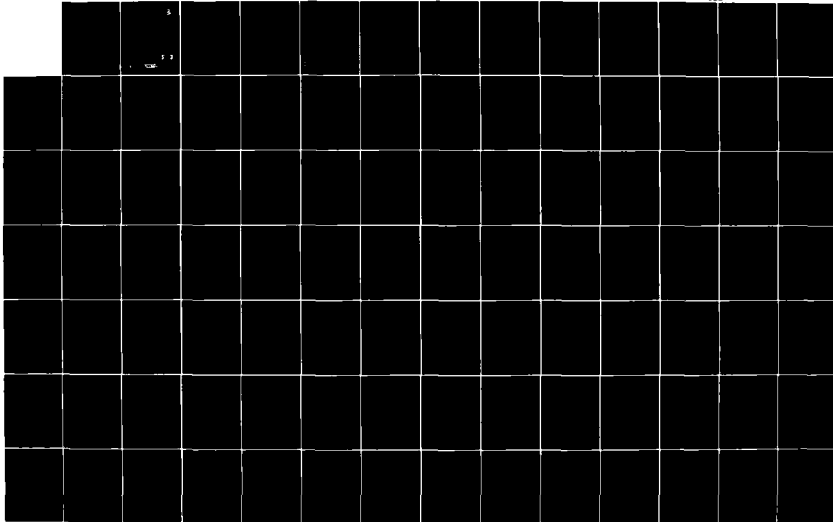
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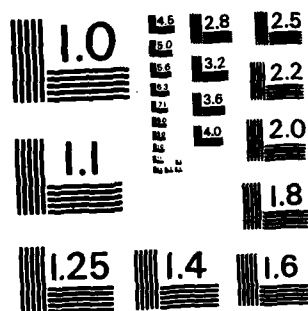
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0209-2-LAB-1-Y-FINAL-VOL. IV

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EVALUATION OF  
THE TRI-SERVICE LABORATORY SYSTEM

VOLUME IV  
APPENDICES

ARTHUR D. LITTLE, INC.  
Boston, Mass.  
Cambridge, Massachusetts 02140  
June 20, 1963

Final Report for Period 1/17/62-6/20/63

AD A139643

SECURITY CLASSIFICATION OF THIS PAGE (When Data Entered)

REPORT DOCUMENTATION PAGE		READ INSTRUCTIONS BEFORE COMPLETING FORM
1. REPORT NUMBER 0209-2-LAB-1-Y-FINAL-VOL. IV	2. GOVT ACCESSION NO. AD-A239643	3. RECIPIENT'S CATALOG NUMBER
4. TITLE (and Subtitle) Evaluation of the Tri-Service Laboratory System, Volume IV, Appendices		5. TYPE OF REPORT & PERIOD COVERED Final Report 2/17/82-6/20/83
		6. PERFORMING ORG. REPORT NUMBER
7. AUTHOR(s) Arthur D. Little, Inc. Acorn Park Cambridge, MA 02140		8. CONTRACT OR GRANT NUMBER(s) MDA-903-81-C-0209
9. PERFORMING ORGANIZATION NAME AND ADDRESS TRIMIS PROGRAM OFFICE 5401 Westbard Avenue Bethesda, MD 20816		10. PROGRAM ELEMENT PROJECT, TASK AREA & WORK UNIT NUMBERS
11. CONTROLLING OFFICE NAME AND ADDRESS		12. REPORT DATE 6/20/83
		13. NUMBER OF PAGES 223
14. MONITORING AGENCY NAME & ADDRESS (if different from Controlling Office)		15. SECURITY CLASS. (of this report) <b>UNCLASSIFIED</b>
		15a. DECLASSIFICATION/DOWNGRADING SCHEDULE
16. DISTRIBUTION STATEMENT (of this Report) Approved for Public Release, Distribution Unlimited		
17. DISTRIBUTION STATEMENT (of the abstract entered in Block 20, if different from Report)		
18. SUPPLEMENTARY NOTES		
19. KEY WORDS (Continue on reverse side if necessary and identify by block number) Clinical Laboratory, Automation		
20. ABSTRACT (Continue on reverse side if necessary and identify by block number) Detailed data collected on indicators of service effectiveness in the clinical laboratories at NRMCO Oakland, and Wright Patterson Medical Center and Regional Hospital are presented.		

DD FORM 1 JAN 73 1-73 EDITION OF 1 NOV 65 IS OBSOLETE 11

SECURITY CLASSIFICATION OF THIS PAGE (When Data Entered)

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APPENDIX A  
NAVAL MEDICAL CENTER, GAITHERSBURG

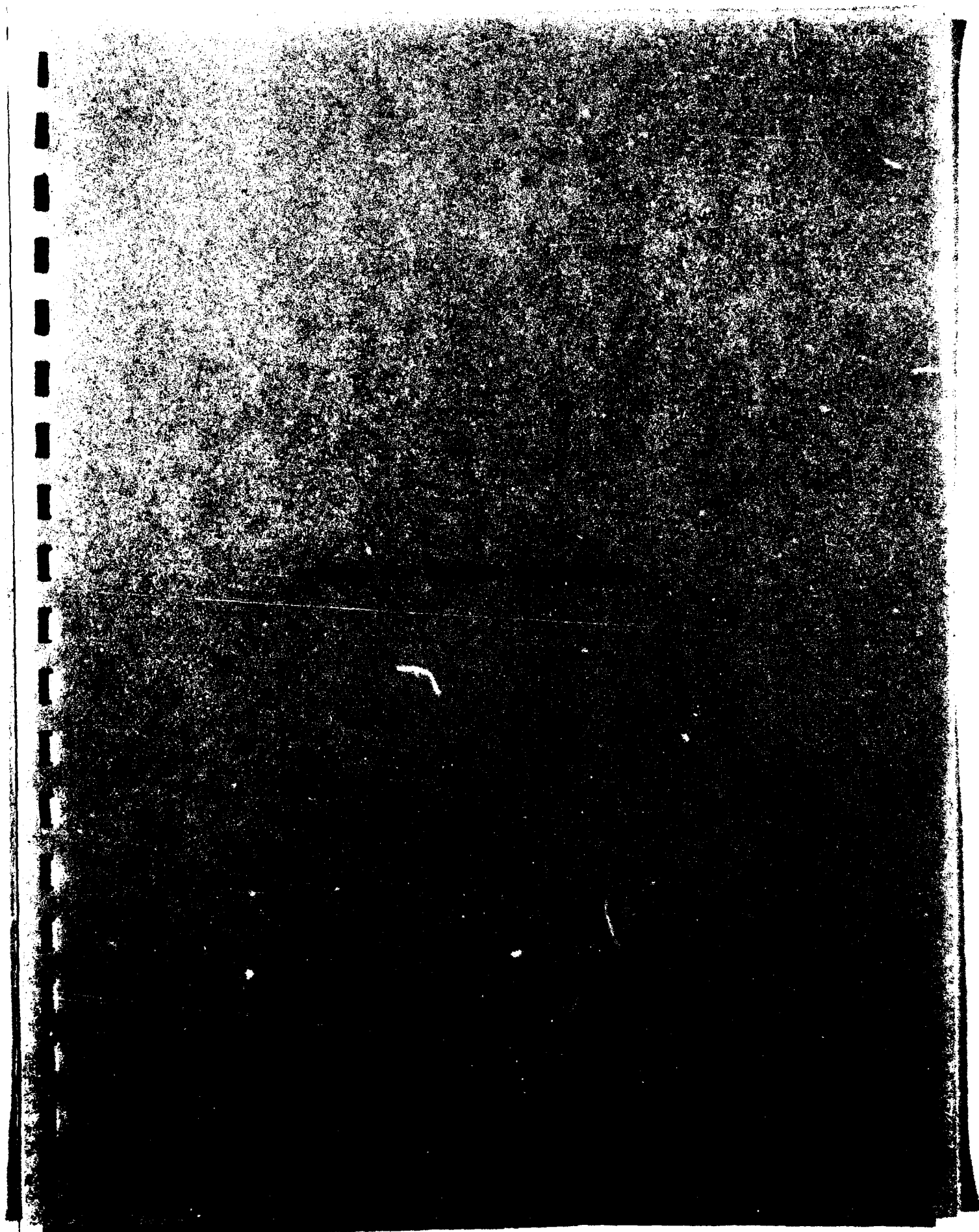


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TABLE 1 A

SATISFACTION WITH TRILAB ON: AVAILABILITY OF SYSTEM  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 0	-	-	-	-	4 0	-	1 0
TOTAL ANS	235 100.0	81 100.0	43 100.0	35 100.0	11 100.0	83 100.0	80 100.0	1 100.0
HIGH NET	179 76.2	64 70.3	30 69.8	27 77.1	7 63.6	64 77.1	50 63.3	1 100.0
VERY SATISFIED	90 38.3	29 31.8	15 34.9	11 31.4	3 27.3	34 41.0	27 45.0	-
SOMEWHAT SATISFIED	89 37.9	35 38.5	15 34.9	16 45.7	4 36.4	30 36.1	23 38.3	1 100.0
UNDECIDED/ NO OPINION	19 8.1	4 4.4	3 7.0	1 2.9	-	7 8.4	8 13.3	-
SOMEWHAT UNSATISFIED	24 10.2	16 17.8	5 11.8	8 17.1	4 36.4	7 8.4	1 1.7	-
VERY UNSATISFIED	13 5.5	7 7.7	5 11.8	1 2.9	-	5 6.0	1 1.7	-
LOW NET	37 15.7	23 25.3	10 23.3	7 20.0	4 36.4	12 14.5	2 3.3	-
MEAN	3.93	3.68	3.70	3.86	3.85	3.98	4.23	4.00
STD ERR	.08	.14	.21	.19	.39	.13	.11	

TABLE 1 B

SATISFACTION WITH TRILAB ON: RELIABILITY OF SYSTEM  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 *	- -	- -	- -	- -	4 *	1 *	1 *
TOTAL ANS	234 100.0	81 100.0	43 100.0	35 100.0	11 100.0	83 100.0	59 100.0	1 100.0
HIGH NET	173 73.9	89 75.8	34 79.1	28 74.3	7 63.6	63 75.9	40 67.8	1 100.0
VERY SATISFIED	62 26.5	20 22.0	12 27.9	5 14.3	2 18.2	22 26.5	20 33.9	-
SOMEWHAT SATISFIED	111 47.4	49 53.8	22 51.2	21 60.0	5 45.5	41 49.4	20 33.9	1 100.0
UNDECIDED/ NO OPINION	30 12.8	7 7.7	5 11.6	2 5.7	-	11 13.3	12 20.3	-
SOMEWHAT UNSATISFIED	28 12.0	14 15.4	4 9.3	7 20.0	3 27.3	8 9.6	6 10.2	-
VERY UNSATISFIED	3 1.3	1 1.1	-	-	1 9.1	1 1.2	1 1.7	-
LOW NET	31 13.2	15 16.5	4 9.3	7 20.0	4 36.4	9 10.8	7 11.9	-
MEAN	3.86	3.80	3.88	3.69	3.36	3.90	3.68	4.00
STD ERR	.08	.10	.14	.18	.41	.10	.14	

TABLE 1 - C

SATISFACTION WITH TRILAB ON: ACCURACY OF SYSTEM  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/		
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	UNSP
NO ANSWER	9 100.0	1 100.0	1 100.0	- 100.0	- 100.0	5 100.0	2 100.0	1 100.0
TOTAL ANS	231 100.0	90 100.0	42 100.0	35 100.0	11 100.0	82 100.0	58 100.0	1 100.0
HIGH NET	198 84.8	84 93.3	39 92.9	32 91.4	11 100.0	68 82.9	43 74.1	1 100.0
VERY SATISFIED	94 40.7	38 40.0	14 33.3	14 40.0	7 63.6	35 42.7	23 39.7	-
SOMEWHAT SATISFIED	102 44.2	48 53.3	25 59.5	18 51.4	4 36.4	33 40.2	20 34.5	1 100.0
UNDECIDED/ NO OPINION	29 12.6	4 4.4	3 7.1	1 2.9	-	10 12.2	15 25.9	-
SOMEWHAT UNSATISFIED	5 2.2	2 2.2	-	2 5.7	-	3 3.7	-	-
VERY UNSATISFIED	1 .4	-	-	-	-	1 1.2	-	-
LOW NET	6 2.6	2 2.2	-	2 5.7	-	4 4.9	-	-
MEAN	4.23	4.31	4.26	4.26	4.64	4.20	4.14	4.00
STD ERR	.05	.07	.09	.13	.15	.10	.11	-

TABLE 1 D

SATISFACTION WITH TRILAB ON: CLARITY OF PRINTOUT  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	6 0	- -	- -	- -	- -	4 0	1 0	1 0
TOTAL ANS	234 100.0	91 100.0	43 100.0	35 100.0	11 100.0	83 100.0	59 100.0	1 100.0
HIGH NET	209 89.3	83 91.2	37 86.0	33 94.3	11 100.0	78 91.8	49 83.1	1 100.0
VERY SATISFIED	142 60.7	54 59.3	20 46.5	26 74.3	7 63.6	53 63.8	34 57.6	1 100.0
SOMEWHAT SATISFIED	67 28.6	29 31.9	17 39.5	7 20.0	4 36.4	23 27.7	15 25.4	- -
UNDECIDED/ NO OPINION	21 9.0	8 8.8	4 9.3	1 2.9	- -	7 8.4	8 13.3	- -
SOMEWHAT UNSATISFIED	3 1.3	2 2.2	1 2.3	1 2.9	- -	- -	1 1.7	- -
VERY UNSATISFIED	1 .4	1 1.1	1 2.3	- -	- -	- -	- -	- -
LOW NET	4 1.7	3 3.3	2 4.7	1 2.9	- -	- -	1 1.7	- -
MEAN	4.48	4.46	4.28	4.68	4.64	4.55	4.39	5.00
STD ERR	.05	.08	.14	.12	.15	.07	.11	-

TABLE 1 E

SATISFACTION WITH TRILAB ON: COMPLETENESS OF RESULTS PROVIDED BY LAB REPORTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 0	- -	- -	- -	- -	3 0	1 0	1 0
TOTAL ANS	235 100.0	81 100.0	43 100.0	35 100.0	11 100.0	84 100.0	59 100.0	1 100.0
HIGH NET	185 78.7	75 82.4	35 81.4	29 82.9	9 81.8	68 78.8	43 72.9	1 100.0
VERY SATISFIED	113 48.1	45 49.5	18 44.2	19 54.3	5 45.5	43 51.2	25 42.4	- -
SOMEWHAT SATISFIED	72 30.8	30 33.0	18 37.2	10 28.6	4 36.4	23 27.4	18 30.5	1 100.0
UNDECIDED/ NO OPINION	26 11.1	4 4.4	4 9.3	- -	- -	8 9.5	14 23.7	- -
SOMEWHAT UNSATISFIED	20 8.5	10 11.0	4 9.3	5 14.3	1 9.1	9 10.7	1 1.7	- -
VERY UNSATISFIED	4 1.7	2 2.2	- -	1 2.9	1 9.1	1 1.2	1 1.7	- -
LOW NET	24 10.2	12 13.2	4 9.3	8 17.1	2 18.2	10 11.8	2 3.4	- -
MEAN	4.15	4.18	4.18	4.17	4.00	4.17	4.10	4.00
STD ERR	.07	.11	.14	.20	.40	.12	.12	-

TABLE 1 F

SATISFACTION WITH TRILAB ON: INDICATION OF ABNORMAL VALUES ON LAB REPORTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	10 4	- -	- -	- -	- -	4 0	5 0	1 0
TOTAL ANS	230 100.0	91 100.0	43 100.0	35 100.0	11 100.0	83 100.0	55 100.0	1 100.0
HIGH NET	198 86.1	81 89.0	38 83.7	34 97.1	9 81.8	74 89.2	42 76.4	1 100.0
VERY SATISFIED	131 57.0	48 50.5	19 44.2	22 62.9	3 27.3	55 66.3	28 52.7	1 100.0
SOMEWHAT SATISFIED	67 29.1	35 38.5	17 39.5	12 34.3	6 54.5	18 22.9	13 23.6	- -
UNDECIDED/ NO OPINION	24 10.4	8 8.8	5 11.6	- -	1 9.1	5 6.0	13 23.6	- -
SOMEWHAT UNSATISFIED	6 2.6	2 2.2	1 2.3	- -	1 9.1	4 4.8	- -	- -
VERY UNSATISFIED	2 .9	2 2.2	1 2.3	1 2.9	- -	- -	- -	- -
LOW NET	8 3.5	4 4.4	2 4.7	1 2.9	1 9.1	4 4.8	- -	- -
MEAN	4.38	4.33	4.21	4.54	4.00	4.51	4.28	5.00
STD ERR	.08	.08	.14	.13	.27	.08	.11	-



TABLE 1 G

SATISFACTION WITH TRILAB ON: CONCISENESS OF RESULTS PROVIDED BY LAB REPORTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	10 2	1 0	1 0	- 0	- 0	4 0	4 0	1 0
TOTAL ANS	230 100.0	90 100.0	42 100.0	35 100.0	11 100.0	83 100.0	88 100.0	1 100.0
HIGH NET	168 72.2	60 66.7	28 66.7	25 71.4	8 54.5	63 75.8	42 75.0	1 100.0
VERY SATISFIED	93 40.4	30 33.3	11 26.2	17 48.6	1 9.1	38 47.0	23 41.1	1 100.0
SOMEWHAT SATISFIED	73 31.7	30 33.3	17 40.5	8 22.9	5 45.5	24 28.8	18 33.9	- -
UNDECIDED/ NO OPINION	30 13.0	7 7.8	4 9.5	2 5.7	1 9.1	8 10.8	14 25.0	- -
SOMEWHAT UNSATISFIED	23 10.0	13 14.4	4 9.5	8 17.1	3 27.3	10 12.0	- -	- -
VERY UNSATISFIED	11 4.8	10 11.1	8 14.3	2 5.7	1 9.1	1 1.2	- -	- -
LOW NET	34 14.8	23 25.6	10 23.8	8 22.9	4 36.4	11 13.3	- -	- -
MEAN	3.82	3.63	3.55	3.81	3.18	4.08	4.18	5.00
STD ERR	.08	.14	.21	.23	.38	.12	.11	-

TABLE 1 H

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING STAT INPATIENT LAB TESTS AND OBTAINING RESULTS  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/		UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	
NO ANSWER	7 100.0	1 100.0	1 100.0	- 100.0	- 100.0	3 100.0	2 100.0	1 100.0
TOTAL ANS	233 100.0	80 100.0	42 100.0	38 100.0	11 100.0	84 100.0	58 100.0	1 100.0
HIGH NET	111 47.6	43 47.6	20 47.6	18 45.7	8 54.5	38 45.2	29 50.0	1 100.0
VERY SATISFIED	33 14.2	17 18.8	8 21.4	5 14.3	3 27.3	8 8.0	10 17.2	1 100.0
SOMEWHAT SATISFIED	78 33.5	28 28.9	11 26.2	11 31.4	3 27.3	33 39.3	19 32.8	-
UNDECIDED/ NO OPINION	49 21.0	18 20.0	12 28.6	8 17.1	-	14 16.7	17 29.3	-
SOMEWHAT UNSATISFIED	49 21.0	21 23.3	8 14.3	11 31.4	3 27.3	21 25.0	7 12.1	-
VERY UNSATISFIED	24 10.3	8 8.8	4 9.5	2 5.7	2 18.2	11 13.1	5 8.6	-
LOW NET	73 31.3	29 32.2	10 23.8	13 37.1	5 45.5	32 38.1	12 20.7	-
MEAN	3.20	3.28	3.38	3.17	3.18	3.00	3.38	5.00
STD ERR	.08	.13	.19	.20	.48	.13	.15	-

TABLE 1 I

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING ROUTINE LAB TESTS AND OBTAINING INITIAL RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 5	1 5	1 5	- -	- -	6 5	3 5	1 5
TOTAL ANS	229 100.0	90 100.0	42 100.0	35 100.0	11 100.0	81 100.0	57 100.0	1 100.0
HIGH NET	138 60.3	60 66.7	27 64.3	23 65.7	8 72.7	49 60.5	28 48.1	1 100.0
VERY SATISFIED	36 15.7	17 18.9	9 21.4	8 17.1	1 9.1	10 12.3	9 15.8	-
SOMEWHAT SATISFIED	102 44.5	43 47.8	18 42.9	17 48.6	7 63.6	39 48.1	19 33.3	1 100.0
UNDECIDED/ NO OPINION	45 19.7	13 14.4	8 19.0	5 14.3	-	18 22.2	14 24.6	-
SOMEWHAT UNSATISFIED	33 14.4	13 14.4	4 9.5	7 20.0	2 18.2	8 9.9	12 21.1	-
VERY UNSATISFIED	13 5.7	4 4.4	3 7.1	-	1 9.1	6 7.4	3 5.3	-
LOW NET	48 20.1	17 18.9	7 16.7	7 20.0	3 27.3	14 17.3	15 26.3	-
MEAN	3.50	3.62	3.62	3.63	3.45	3.48	3.33	4.00
STD ERR	.07	.11	.18	.17	.37	.12	.15	

TABLE 1 J

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING STAT/E.R. LAB TESTS AND OBTAINING RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						UNSATISFIED
		PHYSICIAN				NURSE/ PA	ADMIN	
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	14 8	- -	- -	- -	- -	10 6	2 8	2 8
TOTAL AMS	228 100.0	81 100.0	43 100.0	35 100.0	11 100.0	77 100.0	58 100.0	- -
HIGH NET	88 38.9	40 44.0	15 34.9	18 51.4	7 63.6	22 28.6	26 44.8	- -
VERY SATISFIED	35 15.8	16 17.8	5 11.8	6 17.1	5 45.5	5 6.6	14 24.1	- -
SOMEWHAT SATISFIED	53 23.5	24 26.4	10 23.3	12 34.3	2 18.2	17 22.1	12 20.7	- -
UNDECIDED/ NO OPINION	88 43.4	34 37.4	22 51.2	9 25.7	1 8.1	39 50.6	25 43.1	- -
SOMEWHAT UNSATISFIED	27 11.9	14 15.4	6 14.0	6 17.1	2 18.2	8 10.4	5 8.6	- -
VERY UNSATISFIED	13 5.8	3 3.3	- -	2 5.7	1 9.1	8 10.4	2 3.4	- -
LOW NET	40 17.7	17 18.7	6 14.0	8 22.9	3 27.3	18 20.8	7 12.1	- -
MEAN	3.31	3.40	3.33	3.40	3.73	3.04	3.53	-
STD ERR	.07	.11	.13	.19	.45	.11	.14	-

TABLE 1 K

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING ROUTINE OUTPATIENT TESTS AND OBTAINING RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	18 9	-	-	-	-	8 9	5 5	1 5
TOTAL ANS	225 100.0	91 100.0	43 100.0	35 100.0	11 100.0	78 100.0	55 100.0	1 100.0
HIGH NET	102 45.3	48 52.7	22 51.2	21 60.0	4 36.4	28 37.2	24 43.6	1 100.0
VERY SATISFIED	30 13.3	18 17.6	8 18.6	5 14.3	2 18.2	7 9.0	7 12.7	-
SOMEWHAT SATISFIED	72 32.0	32 35.2	14 32.6	18 45.7	2 18.2	22 28.2	17 30.9	1 100.0
UNDECIDED/ NO OPINION	88 38.2	18 19.8	12 27.9	4 11.4	1 9.1	41 52.6	27 48.1	-
SOMEWHAT UNSATISFIED	24 10.7	18 17.6	5 11.6	6 17.1	5 45.5	4 5.1	4 7.3	-
VERY UNSATISFIED	13 5.8	9 9.9	4 9.3	4 11.4	1 9.1	4 5.1	-	-
LOW NET	37 16.4	25 27.5	9 20.9	10 28.6	6 54.5	8 10.3	4 7.3	-
MEAN	3.38	3.33	3.40	3.34	2.91	3.31	3.49	4.00
STD ERR	.07	.13	.18	.21	.41	.10	.11	-

TABLE 1 L

SATISFACTION WITH TRILAB ON: FLEXIBILITY OF LAB IN HANDLING SPECIAL CASES  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 9	1 9	- -	1 9	- -	8 9	3 9	1 9
TOTAL ANS	229 100.0	90 100.0	43 100.0	34 100.0	11 100.0	81 100.0	57 100.0	1 100.0
HIGH NET	109 47.6	50 55.6	22 51.2	19 55.9	8 72.7	32 39.5	27 47.4	-
VERY SATISFIED	32 14.0	14 15.6	7 16.3	4 11.8	3 27.3	8 9.9	10 17.5	-
SOMEWHAT SATISFIED	77 33.6	36 40.0	15 34.9	15 44.1	5 45.5	24 29.6	17 29.8	-
UNDECIDED/ NO OPINION	74 32.3	22 24.4	14 32.6	6 17.6	2 18.2	29 35.8	23 40.4	-
SOMEWHAT UNSATISFIED	32 14.0	14 15.6	6 14.0	7 20.6	-	12 14.8	5 8.8	1 100.0
VERY UNSATISFIED	14 6.1	4 4.4	1 2.3	2 5.9	1 9.1	8 9.9	2 3.5	-
LOW NET	46 20.1	18 20.0	7 16.3	9 26.5	1 9.1	20 24.7	7 12.3	1 100.0
MEAN	3.35	3.47	3.49	3.35	3.82	3.15	3.49	2.00
STD ERR	.07	.11	.15	.19	.35	.12	.13	-

TABLE 1 M

SATISFACTION WITH TRILAB ON: TRAINING IN ORDERING AND RETRIEVING LABORATORY INFORMATION  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						UNSP
		PHYSICIAN				NURSE/ PA	ADMIN	
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	13 *	4 *	1 *	3 *	- -	5 *	3 *	1 *
TOTAL ANS	227 100.0	87 100.0	42 100.0	32 100.0	11 100.0	82 100.0	57 100.0	1 100.0
HIGH NET	108 46.7	43 49.4	18 42.9	18 56.3	7 63.6	38 48.3	24 42.1	1 100.0
VERY SATISFIED	28 11.5	11 12.6	5 11.9	4 12.5	2 18.2	8 11.0	6 10.5	-
SOMEWHAT SATISFIED	80 35.2	32 36.8	13 31.0	14 43.8	5 45.5	28 36.4	18 31.6	1 100.0
UNDECIDED/ NO OPINION	52 22.9	21 24.1	14 33.3	4 12.5	3 27.3	12 14.6	19 33.3	-
SOMEWHAT UNSATISFIED	52 22.9	17 19.6	8 19.0	7 21.9	1 9.1	23 28.0	12 21.1	-
VERY UNSATISFIED	17 7.5	6 6.9	2 4.8	3 9.4	- -	8 11.0	2 3.5	-
LOW NET	69 30.4	23 26.4	10 23.8	10 31.3	1 9.1	32 39.0	14 24.8	-
MEAN	3.20	3.29	3.26	3.28	3.73	3.07	3.25	4.00
STD ERR	.06	.12	.16	.22	.27	.14	.14	

TABLE 1 N

SATISFACTION WITH TRILAB ON: ACCURACY OF RESULTS WITH TRILAB  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	12 *	2 *	1 *	1 *	-	6 *	3 *	1 *
TOTAL ANS	228 100.0	89 100.0	42 100.0	34 100.0	11 100.0	81 100.0	57 100.0	1 100.0
HIGH NET	177 77.6	74 83.1	34 81.0	27 79.4	11 100.0	60 74.1	42 73.7	1 100.0
VERY SATISFIED	70 30.7	26 29.2	9 21.4	11 32.4	5 45.5	26 32.1	18 31.6	-
SOMEWHAT SATISFIED	107 46.9	48 53.8	25 59.5	16 47.1	6 54.5	34 42.0	24 42.1	1 100.0
UNDECIDED/ NO OPINION	45 19.7	14 15.7	8 19.0	6 17.6	-	16 19.8	15 26.3	-
SOMEWHAT UNSATISFIED	8 2.6	1 1.1	-	1 2.9	-	5 6.2	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	8 2.6	1 1.1	-	1 2.9	-	5 6.2	-	-
MEAN	4.08	4.11	4.02	4.09	4.45	4.00	4.05	4.00
STD ERR	.05	.07	.10	.14	.18	.10	.10	-



TABLE 1 0

SATISFACTION WITH TRILAB ON: ACCESS TO LABORATORY RESULTS WITH TRILAB  
QUESTIONNAIRE A

	S T A F F   T Y P E							
	TOTAL	P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	6 0	- -	- -	- -	- -	3 0	2 0	1 0
TOTAL ANS	234 100.0	91 100.0	43 100.0	35 100.0	11 100.0	84 100.0	58 100.0	1 100.0
HIGH NET	181 77.4	69 75.8	32 74.4	29 82.9	6 54.5	67 79.8	44 75.9	1 100.0
VERY SATISFIED	69 38.0	31 34.1	18 34.9	12 34.3	4 36.4	35 41.7	23 39.7	- -
SOMEWHAT SATISFIED	92 39.3	38 41.8	17 39.5	17 48.6	2 18.2	32 38.1	21 36.2	1 100.0
UNDECIDED/ NO OPINION	22 9.4	5 5.5	5 11.6	- -	- -	7 8.3	10 17.2	- -
SOMEWHAT UNSATISFIED	20 8.5	11 12.1	2 4.7	5 14.3	4 36.4	6 7.1	3 5.2	- -
VERY UNSATISFIED	11 4.7	6 6.6	4 9.3	1 2.9	1 9.1	4 4.8	1 1.7	- -
LOW NET	31 13.2	17 18.7	6 14.0	6 17.1	5 45.5	10 11.9	4 6.9	- -
MEAN	3.97	3.85	3.88	3.97	3.36	4.05	4.07	4.00
STD ERR	.07	.13	.19	.19	.47	.12	.13	-

TABLE 1 P

SATISFACTION WITH TRILAB ON: ACCESS TO PAPER COPY FOR STAT RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	13 8	1 8	- 8	1 8	- 8	7 8	4 8	1 8
TOTAL ANS	227 100.0	90 100.0	43 100.0	34 100.0	11 100.0	80 100.0	58 100.0	1 100.0
HIGH NET	73 32.2	28 28.9	15 34.9	9 26.5	2 18.2	25 31.3	22 38.3	-
VERY SATISFIED	22 9.7	7 7.8	3 7.0	2 5.9	2 18.2	9 11.3	8 10.7	-
SOMEWHAT SATISFIED	51 22.5	19 21.1	12 27.9	7 20.6	-	18 20.0	16 28.8	-
UNDECIDED/ NO OPINION	82 40.5	31 34.4	16 37.2	11 32.4	3 27.3	34 42.5	26 48.4	1 100.0
SOMEWHAT UNSATISFIED	38 16.7	19 21.1	5 11.6	10 29.4	4 36.4	15 18.8	4 7.1	-
VERY UNSATISFIED	24 10.6	14 15.6	7 16.3	4 11.8	2 18.2	8 7.5	4 7.1	-
LOW NET	62 27.3	33 36.7	12 27.9	14 41.2	6 54.5	21 26.3	8 14.3	-
MEAN	3.04	2.84	2.88	2.78	2.64	3.08	3.29	3.00
STD ERR	.07	.12	.18	.19	.41	.12	.13	-

TABLE 1 Q

SATISFACTION WITH TRILAB ON: RETRIEVAL OF PREVIOUS LAB DATA  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/		UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	
NO ANSWER	9 *	1 *	1 *	-	-	4 *	3 *	1 *
TOTAL ANS	231 100.0	90 100.0	42 100.0	35 100.0	11 100.0	83 100.0	57 100.0	1 100.0
HIGH NET	147 63.6	49 54.4	24 57.1	21 60.0	3 27.3	63 75.9	35 61.4	-
VERY SATISFIED	68 29.4	18 20.0	9 21.4	7 20.0	2 18.2	28 33.7	22 38.6	-
SOMEWHAT SATISFIED	79 34.2	31 34.4	15 35.7	14 40.0	1 9.1	35 42.2	13 22.8	-
UNDECIDED/ NO OPINION	49 21.2	17 18.9	12 28.6	2 5.7	2 18.2	13 15.7	18 31.6	1 100.0
SOMEWHAT UNSATISFIED	26 11.3	17 18.9	4 9.5	10 28.6	3 27.3	6 7.2	3 5.3	-
VERY UNSATISFIED	9 3.9	7 7.8	2 4.8	2 5.7	3 27.3	1 1.2	1 1.8	-
LOW NET	35 15.2	24 26.7	6 14.3	12 34.3	8 54.5	7 8.4	4 7.0	-
MEAN	3.74	3.40	3.60	3.40	2.64	4.00	3.81	3.00
STD ERR	.07	.13	.17	.21	.45	.10	.14	-

TABLE 1 R

SATISFACTION WITH TRILAB ON: ABILITY TO OBTAIN CUMULATIVE RESULTS FOR INDIVIDUAL PATIENTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 100.0	- -	- -	- -	- -	4 100.0	2 100.0	1 100.0
TOTAL ANS	233 100.0	91 100.0	43 100.0	35 100.0	11 100.0	83 100.0	58 100.0	1 100.0
HIGH NET	150 64.4	48 52.7	28 60.5	18 45.7	8 54.5	85 78.3	37 63.8	-
VERY SATISFIED	66 28.3	18 19.8	9 20.9	7 20.0	2 18.2	27 32.5	21 36.2	-
SOMEWHAT SATISFIED	84 36.1	30 33.0	17 39.5	8 25.7	4 36.4	38 45.8	18 27.6	-
UNDECIDED/ NO OPINION	61 26.2	25 27.5	12 27.9	10 28.6	2 18.2	15 18.1	20 34.5	1 100.0
SOMEWHAT UNSATISFIED	14 6.0	12 13.2	4 9.3	7 20.0	1 8.1	2 2.4	-	-
VERY UNSATISFIED	8 3.4	6 6.6	1 2.3	2 5.7	2 18.2	1 1.2	1 1.7	-
LOW NET	22 9.4	18 19.8	5 11.6	8 25.7	3 27.3	3 3.6	1 1.7	-
MEAN	3.80	3.46	3.67	3.34	3.27	4.06	3.97	3.00
STD ERR	.07	.12	.15	.20	.43	.09	.12	-

TABLE 1 S

SATISFACTION WITH TRILAB ON: CAPABILITY OF SEARCHING ENTIRE PATIENT DATA BASE FOR ANALYSIS OR RESEARCH  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 *	2 *	- *	2 *	- *	5 *	3 *	1 *
TOTAL ANS	229 100.0	89 100.0	43 100.0	33 100.0	11 100.0	82 100.0	57 100.0	1 100.0
HIGH NET	100 43.7	30 33.7	14 32.6	14 42.4	2 18.2	44 53.7	28 48.8	-
VERY SATISFIED	40 17.5	12 13.5	7 16.3	5 15.2	-	16 19.5	12 21.1	-
SOMEWHAT SATISFIED	60 26.2	18 20.2	7 16.3	9 27.3	2 18.2	28 34.1	14 24.6	-
UNDECIDED/ NO OPINION	105 45.9	41 46.1	24 55.8	12 36.4	4 36.4	33 40.2	30 52.6	1 100.0
SOMEWHAT UNSATISFIED	14 6.1	11 12.4	3 7.0	5 15.2	2 18.2	3 3.7	-	-
VERY UNSATISFIED	10 4.4	7 7.8	2 4.7	2 6.1	3 27.3	2 2.4	1 1.8	-
LOW NET	24 10.5	18 20.2	5 11.6	7 21.2	5 45.5	5 6.1	1 1.8	-
MEAN	3.46	3.19	3.33	2.30	2.45	3.65	3.83	3.00
STD ERR	.07	.11	.15	.18	.34	.10	.12	-

TABLE 1 7

SATISFACTION WITH TRILAB ON: EASE AND TIMELINESS OF RESULTS OF LABORATORY TESTS  
QUESTIONNAIRE A

	S T A F F   T Y P E							
	P H Y S I C I A N					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 0	2 0	1 0	1 0	- 0	3 0	2 0	1 0
TOTAL ANS	232 100.0	88 100.0	42 100.0	34 100.0	11 100.0	84 100.0	58 100.0	1 100.0
HIGH NET	144 82.1	81 88.5	28 89.0	24 70.8	7 83.8	52 81.9	30 51.7	1 100.0
VERY SATISFIED	38 16.4	18 18.0	8 19.0	6 17.6	2 18.2	11 13.1	11 18.0	-
SOMEWHAT SATISFIED	108 45.7	45 50.6	21 50.0	18 52.9	5 45.5	41 48.8	19 32.8	1 100.0
UNDECIDED/ NO OPINION	54 23.3	15 18.9	8 19.0	4 11.8	2 18.2	18 19.0	23 38.7	-
SOMEWHAT UNSATISFIED	23 9.9	10 11.2	3 7.1	5 14.7	2 18.2	11 13.1	2 3.4	-
VERY UNSATISFIED	11 4.7	3 3.4	2 4.8	1 2.9	-	5 6.0	3 5.2	-
LOW NET	34 14.7	13 14.6	5 11.9	6 17.6	2 18.2	16 19.0	8 8.8	-
MEAN	3.59	3.89	3.71	3.68	3.64	3.50	3.57	4.00
STD ERR	.07	.11	.18	.18	.31	.12	.13	-

TABLE 2

OVERALL, HOW SATISFIED WITH THE CLINICAL LABORATORY SERVICES PROVIDED AT THIS MEDICAL CENTER  
QUESTIONNAIRE A

	STAFF TYPE							
	P H Y S I C I A N					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	9 0	2 0	- 0	2 0	- 0	4 0	2 0	1 0
TOTAL ANS	231 100.0	88 100.0	43 100.0	33 100.0	11 100.0	83 100.0	58 100.0	1 100.0
HIGH NET	180 77.9	74 83.1	38 81.4	29 87.9	9 81.8	80 72.3	45 77.8	1 100.0
VERY SATISFIED	51 22.1	21 23.8	14 32.6	5 15.2	2 18.2	13 15.7	17 29.3	- 0
SOMEWHAT SATISFIED	129 55.8	53 59.6	21 48.8	24 72.7	7 63.6	47 66.6	28 46.3	1 100.0
UNDECIDED/ NO OPINION	17 7.4	4 4.5	3 7.0	- 0	- 0	6 7.2	7 12.1	- 0
SOMEWHAT UNSATISFIED	28 12.1	10 11.2	4 9.3	4 12.1	2 18.2	15 18.1	3 5.2	- 0
VERY UNSATISFIED	6 2.6	1 1.1	1 2.3	- 0	- 0	2 2.4	3 5.2	- 0
LOW NET	34 14.7	11 12.4	5 11.6	4 12.1	2 18.2	17 20.5	8 10.3	- 0
MEAN	3.83	3.83	4.00	3.81	3.82	3.85	3.81	4.00
STD ERR	.07	.10	.15	.14	.30	.11	.14	-

TABLE 3

OVERALL, HOW SATISFIED WITH THE TRILAB SYSTEM  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	9 *	2 *	- *	2 *	- *	4 *	2 *	1 *
TOTAL ANS	231 100.0	89 100.0	43 100.0	33 100.0	11 100.0	83 100.0	58 100.0	1 100.0
HIGH NET	170 73.6	62 68.7	30 69.8	26 78.8	6 54.5	63 75.9	44 75.9	1 100.0
VERY SATISFIED	59 25.5	18 20.2	9 20.9	8 24.2	1 9.1	19 22.9	22 37.9	-
SOMEWHAT SATISFIED	111 48.1	44 49.4	21 48.8	18 54.5	5 45.5	44 53.0	22 37.9	1 100.0
UNDECIDED/ NO OPINION	32 13.9	10 11.2	6 14.0	2 6.1	2 18.2	11 13.3	11 19.0	-
SOMEWHAT UNSATISFIED	24 10.4	15 16.9	8 18.0	4 12.1	3 27.3	7 8.4	2 3.4	-
VERY UNSATISFIED	5 2.2	2 2.2	1 2.3	1 3.0	-	2 2.4	1 1.7	-
LOW NET	29 12.6	17 19.1	7 16.3	5 15.2	3 27.3	9 10.8	3 5.2	-
MEAN	3.84	3.69	3.72	3.85	3.36	3.88	4.07	4.00
STD ERR	.07	.11	.18	.18	.31	.10	.12	



TABLE 4A

ACCEPTABLE TURNAROUND TIME FOR: STAT INPATIENT TESTS  
QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	63 *	10 *	8 *	2 *	-	19 *	33 *	1 *
TOTAL ANS	177 100.0	81 100.0	35 100.0	33 100.0	11 100.0	68 100.0	27 100.0	1 100.0
0-30 MINUTES	81 45.8	28 34.6	11 31.4	8 24.2	8 72.7	38 55.9	15 55.6	-
31-60 MINUTES	71 40.1	38 47.0	17 48.6	17 51.5	3 27.3	23 33.8	9 33.3	1 100.0
61-90 MINUTES	7 4.0	4 4.9	2 5.7	2 6.1	-	1 1.5	2 7.4	-
91-120 MINUTES	18 9.0	10 12.3	4 11.4	6 18.2	-	6 8.8	-	-
MORE THAN 120 MINUTES	2 1.1	1 1.2	1 2.9	-	-	-	1 3.7	-
MEAN	39.38	45.22	47.31	51.15	23.45	34.40	34.22	48.00
STD ERR	2.19	3.38	5.39	5.34	4.37	3.31	5.37	-

TABLE 4B

ACCEPTABLE TURNAROUND TIME FOR: ROUTINE INPATIENT TESTS  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN				NURSE/PA ADMIN UNSP			
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	UNSP
NO ANSWER	87	10	7	2	1	22	34	1
	*	*	*	*	*	*	*	*
TOTAL ANS	173	81	38	33	10	85	28	1
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
0-12 HOURS	104	43	15	17	10	43	17	1
	60.2	53.1	41.7	51.5	100.0	68.2	65.4	100.0
12+ TO 24 HOURS	58	30	15	15	-	20	8	-
	33.5	37.0	41.8	45.5	-	30.8	30.8	-
24+ TO 48 HOURS	8	8	5	1	-	1	1	-
	4.6	7.4	13.9	3.0	-	1.5	3.6	-
MORE THAN 48 HOURS	3	2	1	-	-	1	-	-
	1.7	2.5	2.8	-	-	1.5	-	-
MEAN	12.55	14.30	17.00	12.38	8.00	11.17	10.85	8.00
STD ERR	.84	1.41	2.30	1.28	-	1.24	1.48	-

TABLE 4C

ACCEPTABLE TURNAROUND TIME FOR: STAT EMERGENCY ROOM TESTS  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	84 .	10 .	8 .	2 .	- .	34 .	38 .	2 .
TOTAL ANS	156 100.0	81 100.0	35 100.0	33 100.0	11 100.0	53 100.0	22 100.0	-
0-30 MINUTES	111 71.1	47 58.1	19 54.3	18 48.5	11 100.0	44 83.0	20 90.9	-
31-60 MINUTES	38 24.4	28 34.6	13 37.1	14 42.4	-	8 15.1	2 9.1	-
61-90 MINUTES	2 1.3	1 1.2	1 2.9	-	-	1 1.9	-	-
91-120 MINUTES	4 2.6	4 4.9	2 5.7	2 6.1	-	-	-	-
MORE THAN 120 MINUTES	1 .8	1 1.2	-	1 3.0	-	-	-	-
MEAN	26.42	32.43	33.43	37.30	18.00	20.81	17.82	-
STD ERR	1.71	2.87	4.18	5.15	-	1.88	1.94	-

TABLE 4D

ACCEPTABLE TURNAROUND TIME FOR: ROUTINE OUTPATIENT TESTS  
QUESTIONNAIRE A

	STAFF TYPE							
	P H Y S I C I A N					NURSE/ PA ADMIN		UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	92 *	10 *	7 *	2 *	1 *	41 *	39 *	2 *
TOTAL ANS	148 100.0	81 100.0	38 100.0	33 100.0	10 100.0	48 100.0	21 100.0	-
0-12 HOURS	23 15.5	4 4.9	1 2.6	1 3.0	2 20.0	18 34.8	3 14.3	-
12+ TO 24 HOURS	63 42.8	41 50.6	18 52.7	17 51.5	8 80.0	14 30.4	8 38.1	-
24+ TO 48 HOURS	47 31.8	25 30.9	11 30.8	13 39.4	-	15 32.8	7 33.3	-
MORE THAN 48 HOURS	15 10.1	11 13.6	5 13.9	2 6.1	3 30.0	1 2.2	3 14.3	-
MEAN	27.32	30.30	30.87	28.00	31.80	20.87	30.00	-
STD ERR	1.51	2.10	3.15	2.55	8.90	2.18	4.48	-

TABLE 5 A

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: TESTS REPEATED DUE TO DELAY IN FILING OF ORIGINAL RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 5.8	2 5.8	1 4.8	1 8.8	-	3 4.8	1 5.8	1 5.8
TOTAL ANS	233 100.0	89 100.0	42 100.0	34 100.0	11 100.0	84 100.0	58 100.0	1 100.0
OFTEN	13 5.8	5 5.8	2 4.8	3 8.8	-	4 4.8	4 5.8	-
OCCASIONALLY	85 36.4	36 40.5	15 35.8	15 44.2	5 45.5	33 38.2	15 25.4	1 100.0
NO OPINION	50 21.5	19 21.3	14 33.3	3 8.8	1 9.1	15 17.9	16 27.2	-
RARELY	85 27.9	26 29.2	8 19.0	13 38.2	5 45.4	28 33.3	11 18.6	-
NOT APPLICABLE	20 8.6	3 3.4	3 7.1	-	-	4 4.8	13 22.0	-

TABLE 5 B

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: TESTS REPEATED DUE TO LOST RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 0	3 0	1 0	2 0	- 0	4 0	3 0	1 0
TOTAL ANS	229 100.0	88 100.0	42 100.0	33 100.0	11 100.0	83 100.0	57 100.0	1 100.0
OFTEN	9 3.9	-	-	-	-	8 9.6	1 1.8	-
OCCASIONALLY	98 41.9	42 47.7	18 38.1	21 63.6	5 45.5	38 45.9	15 26.3	1 100.0
NO OPINION	37 16.2	13 14.8	11 26.2	-	-	10 12.0	14 24.6	-
RARELY	85 28.4	30 34.1	12 28.6	12 36.4	6 54.5	23 27.7	12 21.1	-
NOT APPLICABLE	22 9.6	3 3.4	3 7.1	-	-	4 4.8	15 26.2	-

TABLE B C

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: TESTS REPEATED DUE TO RESULTS YOU CONSIDER INACCURATE  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 0	2 0	1 0	1 0	- 0	3 0	1 0	1 0
TOTAL ANS	233 100.0	89 100.0	42 100.0	34 100.0	11 100.0	84 100.0	58 100.0	1 100.0
OFTEN	12 5.2	2 2.2	- 0	2 5.9	- 0	8 9.5	2 3.4	- 0
OCCASIONALLY	90 38.8	37 41.7	15 35.7	16 47.1	6 54.5	38 45.2	14 23.7	1 100.0
NO OPINION	41 17.6	12 13.5	9 21.4	1 2.9	- 0	10 11.9	19 32.3	- 0
RARELY	89 29.8	38 40.4	16 38.1	15 44.1	5 45.5	23 27.4	10 16.9	- 0
NOT APPLICABLE	21 9.0	2 2.2	2 4.8	- 0	- 0	5 6.0	14 23.7	- 0

TABLE 5 D

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: PHONE CALLS TO LAB TO OBTAIN RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 2.4	2 0.6	1 0.3	1 0.3	-	3 0.9	1 0.3	1 0.3
TOTAL ANS	233 100.0	89 100.0	42 100.0	34 100.0	11 100.0	84 100.0	59 100.0	1 100.0
OFTEN	43 18.5	22 24.7	10 23.8	8 23.5	3 27.3	15 17.9	8 10.2	-
OCCASIONALLY	108 46.4	44 49.5	18 42.8	19 55.9	7 63.6	40 47.5	23 39.0	1 100.0
NO OPINION	22 9.4	8 9.7	5 11.9	-	-	4 4.8	12 20.3	-
RARELY	49 21.0	15 16.9	7 16.7	7 20.6	1 9.1	24 28.8	10 16.9	-
NOT APPLICABLE	11 4.7	2 2.2	2 4.8	-	-	1 1.2	8 13.6	-



TABLE 5 E

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: UNNECESSARY DUPLICATION OF REPORT DATA  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	9 0	3 0	1 0	2 0	- 0	4 0	1 0	1 0
TOTAL ANS	231 100.0	88 100.0	42 100.0	33 100.0	11 100.0	83 100.0	59 100.0	1 100.0
OFTEN	81 35.1	34 38.6	12 28.6	16 48.5	8 54.5	31 37.4	15 25.4	1 100.0
OCCASIONALLY	47 20.3	18 20.5	10 23.8	5 15.2	2 18.2	18 21.7	11 18.6	-
NO OPINION	48 20.8	14 15.9	9 21.4	4 12.1	-	17 20.5	17 28.9	-
RARELY	38 15.6	20 22.7	9 21.4	8 24.2	3 27.3	10 12.0	8 10.2	-
NOT APPLICABLE	19 8.2	2 2.3	2 4.8	-	-	7 8.4	10 18.9	-

TABLE 6

DID YOU WORK AT THIS FACILITY BEFORE TRILAB WAS INSTALLED IN FEBRUARY 1982  
QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	12 0	4 0	3 0	1 0	- 0	1 0	8 0	1 0
TOTAL ANS	228 100.0	87 100.0	40 100.0	34 100.0	11 100.0	88 100.0	54 100.0	1 100.0
YES	173 75.9	70 80.5	32 80.0	28 82.4	9 81.8	72 83.7	30 55.8	1 100.0
NO	55 24.1	17 19.5	8 20.0	6 17.6	2 18.2	14 16.3	24 44.4	- -

TABLE 8A A

RELATIVE FREQUENCY OF FOLLOWING EVENT: TESTS REPEATED DUE TO DELAY IN FILING OF ORIGINAL RESULTS  
QUESTIONNAIRE A

	STAFF TYPE							
	P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP	
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	58 *	17 *	8 *	6 *	2 *	16 *	23 *	2 *
TOTAL ANS	182 100.0	74 100.0	35 100.0	28 100.0	8 100.0	71 100.0	37 100.0	-
HIGH NET	59 32.4	31 41.9	12 34.3	12 41.4	6 66.7	23 32.4	5 13.5	-
MORE FREQUENTLY WITH TRILAB	17 9.3	11 14.9	4 11.4	5 17.2	2 22.2	6 8.5	-	-
SIMILAR FREQUENCY WITH TRILAB	42 23.1	20 27.0	8 22.9	7 24.1	4 44.4	17 23.9	5 13.5	-
NO OPINION/UNDECIDED	41 22.5	7 9.5	6 17.1	1 3.4	-	17 23.9	17 45.9	-
LESS FREQUENTLY WITH TRILAB	79 43.4	35 47.3	16 45.7	16 55.2	3 33.3	30 42.3	14 37.8	-
NEVER WITH TRILAB	3 1.6	1 1.4	1 2.9	-	-	1 1.4	1 2.7	-
LOW NET	62 45.1	36 48.6	17 48.6	16 55.2	3 33.3	31 43.7	15 40.5	-

TABLE 6A B

RELATIVE FREQUENCY OF FOLLOWING EVENT: TESTS REPEATED DUE TO LOST RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	58 .	17 .	8 .	6 .	2 .	16 .	23 .	2 .
TOTAL ANS	182 100.0	74 100.0	35 100.0	29 100.0	8 100.0	71 100.0	37 100.0	- .
HIGH NET	58 30.8	29 39.2	14 40.0	9 31.0	6 66.7	21 29.8	8 16.2	- .
MORE FREQUENTLY WITH TRILAB	11 6.0	10 13.5	7 20.0	2 6.9	1 11.1	1 1.4	- .	- .
SIMILAR FREQUENCY WITH TRILAB	45 24.7	19 25.7	7 20.0	7 24.1	5 55.6	20 28.2	6 16.2	- .
NO OPINION/UNDECIDED	38 19.8	7 9.5	6 17.1	1 3.4	- .	14 19.7	15 40.5	- .
LESS FREQUENTLY WITH TRILAB	85 46.7	38 48.6	13 37.1	19 65.5	3 33.3	35 49.3	14 37.8	- .
NEVER WITH TRILAB	5 2.7	2 2.7	2 5.7	- .	- .	1 1.4	2 5.4	- .
LOW NET	90 49.5	38 51.4	15 42.9	19 65.5	3 33.3	36 50.7	16 43.2	- .

TABLE 8A C

RELATIVE FREQUENCY OF FOLLOWING EVENT: TESTS REPEATED DUE TO RESULTS YOU CONSIDER INACCURATE  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	59 .	17 .	8 .	6 .	2 .	17 .	23 .	2 .
TOTAL ANS	181 100.0	74 100.0	35 100.0	29 100.0	9 100.0	70 100.0	37 100.0	-
HIGH NET	74 40.9	37 50.0	15 42.9	15 51.7	7 77.8	32 45.7	5 13.5	-
MORE FREQUENTLY WITH TRILAB	1 .8	1 1.4	-	1 3.4	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	73 40.3	36 48.6	15 42.9	14 48.3	7 77.8	32 45.7	5 13.5	-
NO OPINION/UNDECIDED	50 27.6	14 18.9	11 31.4	1 3.4	1 11.1	17 24.3	19 51.4	-
LESS FREQUENTLY WITH TRILAB	53 29.3	22 29.7	8 25.7	12 41.4	1 11.1	19 27.1	12 32.4	-
NEVER WITH TRILAB	4 2.2	1 1.4	-	1 3.4	-	2 2.9	1 2.7	-
LOW NET	57 31.5	23 31.1	9 25.7	13 44.8	1 11.1	21 30.0	13 35.1	-

TABLE 6A D

RELATIVE FREQUENCY OF FOLLOWING EVENT: PHONE CALLS TO LAB TO OBTAIN RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN			NURSE/			UNSP
		TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	
NO ANSWER	58 100.0	17 100.0	5 100.0	6 100.0	2 100.0	17 100.0	23 100.0	2 100.0
TOTAL ANS	181 100.0	74 100.0	35 100.0	28 100.0	8 100.0	70 100.0	37 100.0	-
HIGH NET	37 20.4	13 17.6	6 17.1	6 20.7	-	14 20.0	10 27.0	-
MORE FREQUENTLY WITH TRILAB	11 6.1	5 6.8	4 11.4	1 3.4	-	4 5.7	2 5.4	-
SIMILAR FREQUENCY WITH TRILAB	26 14.4	8 10.8	2 5.7	5 17.2	-	10 14.3	8 21.6	-
NO OPINION/UNDECIDED	23 12.7	6 8.1	6 17.1	-	-	6 8.6	11 29.7	-
LESS FREQUENTLY WITH TRILAB	117 64.6	54 73.0	22 62.9	23 78.3	8 100.0	48 70.0	14 37.8	-
NEVER WITH TRILAB	4 2.2	1 1.4	1 2.9	-	-	1 1.4	2 5.4	-
LOW NET	121 66.8	55 74.3	23 65.7	23 78.3	8 100.0	50 71.4	18 43.2	-

TABLE 8A E

RELATIVE FREQUENCY OF FOLLOWING EVENT: UNNECESSARY DUPLICATION OF REPORT DATA  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	58 .	17 .	8 .	6 .	2 .	16 .	23 .	2 .
TOTAL ANS	182 100.0	74 100.0	35 100.0	28 100.0	9 100.0	71 100.0	37 100.0	-
HIGH NET	89 48.9	41 55.4	17 48.6	17 58.6	6 66.7	38 50.7	12 32.4	-
MORE FREQUENTLY WITH TRILAB	65 35.7	31 41.9	13 37.1	11 37.9	6 66.7	24 33.8	10 27.0	-
SIMILAR FREQUENCY WITH TRILAB	24 13.2	10 13.5	4 11.4	6 20.7	-	12 16.9	2 5.4	-
NO OPINION/UNDECIDED	45 24.7	11 14.9	8 22.9	3 10.3	-	21 29.6	13 35.1	-
LESS FREQUENTLY WITH TRILAB	44 24.2	20 27.0	8 25.7	8 27.8	3 33.3	13 18.3	11 29.7	-
NEVER WITH TRILAB	4 2.2	2 2.7	1 2.9	1 3.4	-	1 1.4	1 2.7	-
LOW NET	48 26.4	22 29.7	10 28.6	9 31.0	3 33.3	14 19.7	12 32.4	-

TABLE 7 A

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED THE PREVIOUS DAY  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	12 *	2 *	1 *	- *	- *	5 *	3 *	2 *
TOTAL ANS	228 100.0	89 100.0	42 100.0	35 100.0	11 100.0	82 100.0	57 100.0	-
HIGH NET	177 77.6	75 84.3	30 71.4	34 97.1	10 90.9	65 79.3	37 64.9	-
OFTEN	124 54.4	63 70.8	21 50.0	31 88.6	10 90.9	38 46.3	23 40.4	-
OCCASIONALLY	53 23.2	12 13.5	9 21.4	3 8.6	-	27 32.9	14 24.6	-
UNDECIDED	7 3.1	1 1.1	1 2.4	-	-	2 2.4	4 7.0	-
RARELY	24 10.5	9 10.1	8 19.0	1 2.9	-	8 9.8	7 12.3	-
NEVER	20 8.8	4 4.5	3 7.1	-	1 9.1	7 8.5	8 15.8	-
LOW NET	44 19.3	13 14.6	11 26.2	1 2.9	1 9.1	15 18.3	16 28.1	-
MEAN	4.04	4.36	3.68	4.63	4.64	3.89	3.61	-
STD ERR	.09	.13	.22	.10	.36	.14	.20	-



TABLE 7 B

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED 2-8 DAYS AGO  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	15 6	2 0	1 0	- -	- -	7 0	4 0	2 0
TOTAL ANS	225 100.0	88 100.0	42 100.0	35 100.0	11 100.0	80 100.0	58 100.0	-
HIGH NET	187 74.2	78 87.6	33 78.6	33 94.3	11 100.0	51 63.8	38 67.9	-
OFTEN	83 36.9	51 57.3	19 45.2	24 68.6	7 63.6	18 22.5	14 25.0	-
OCCASIONALLY	84 37.3	27 30.3	14 33.3	9 25.7	4 36.4	33 41.3	24 42.8	-
UNDECIDED	7 3.1	-	-	-	-	1 1.3	8 10.7	-
RARELY	24 10.7	7 7.9	6 14.3	1 2.9	-	15 18.8	2 3.6	-
NEVER	27 12.0	4 4.5	3 7.1	1 2.9	-	13 16.3	10 17.9	-
LOW NET	51 22.7	11 12.4	9 21.4	2 5.7	-	28 35.0	12 21.4	-
MEAN	3.78	4.28	3.95	4.54	4.64	3.35	3.54	-
STD ERR	.09	.12	.20	.15	.15	.16	.19	-

TABLE 7 C

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED 1-2 WEEKS AGO  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	15 *	2 *	1 *	- *	- *	7 *	4 *	2 *
TOTAL ANS	225 100.0	89 100.0	42 100.0	35 100.0	11 100.0	80 100.0	56 100.0	-
HIGH NET	124 55.1	70 78.7	28 69.0	30 85.7	10 90.9	28 36.3	25 44.6	-
OFTEN	45 20.0	31 34.8	13 31.0	14 40.0	3 27.3	5 6.3	9 16.1	-
OCCASIONALLY	78 35.1	38 43.8	16 38.1	16 45.7	7 63.6	24 30.0	16 28.6	-
UNDECIDED	10 4.4	-	-	-	-	2 2.5	8 14.3	-
RARELY	51 22.7	14 15.7	8 21.4	4 11.4	1 9.1	27 33.8	10 17.9	-
NEVER	40 17.8	5 5.6	4 9.5	1 2.9	-	22 27.5	13 23.2	-
LOW NET	91 40.4	19 21.3	13 31.0	5 14.3	1 9.1	48 61.3	23 41.1	-
MEAN	3.17	3.87	3.60	4.09	4.09	2.54	2.96	-
STD ERR	.10	.13	.21	.18	.25	.15	.19	-

TABLE 7 D

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED OVER 2 WEEKS AGO  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						UNSP
		PHYSICIAN				NURSE/ PA	ADMIN	
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	15 *	2 *	1 *	- *	- *	6 *	5 *	2 *
TOTAL ANS	225 100.0	89 100.0	42 100.0	35 100.0	11 100.0	81 100.0	55 100.0	-
HIGH NET	92 40.9	57 64.0	23 54.8	26 74.3	7 63.6	16 19.8	19 34.5	-
OFTEN	37 16.4	23 25.8	12 28.6	8 22.9	3 27.3	5 6.2	8 16.4	-
OCCASIONALLY	55 24.4	34 38.2	11 26.2	18 51.4	4 36.4	11 13.6	10 18.2	-
UNDECIDED	10 4.4	1 1.1	1 2.4	- *	- *	2 2.5	7 12.7	-
RARELY	66 29.3	22 24.7	12 28.6	6 17.1	4 36.4	32 39.5	12 21.8	-
NEVER	57 25.3	9 10.1	6 14.3	3 8.6	- *	31 38.3	17 30.9	-
LOW NET	123 54.7	31 34.8	18 42.9	8 25.7	4 36.4	63 77.8	29 52.7	-
MEAN	2.77	3.45	3.26	3.63	3.55	2.10	2.67	-
STD ERR	.10	.15	.23	.21	.39	.14	.20	-

TABLE 8

WHICH OF THE FOLLOWING CATEGORIES MOST ACCURATELY DESCRIBES YOUR USE OF THE CLINICAL LABORATORY QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	134 %	2 %	-	-	-	78 %	54 %	2 %
TOTAL ANS	106 100.0	89 100.0	43 100.0	35 100.0	11 100.0	11 100.0	8 100.0	-
LIGHT	50 47.2	43 48.3	43 100.0	-	-	2 18.2	5 83.3	-
MODERATE	40 37.7	35 39.3	-	35 100.0	-	4 36.4	1 18.7	-
HEAVY	16 15.1	11 12.4	-	-	11 100.0	5 45.4	-	-

TABLE 9

WHAT IS YOUR PROFESSIONAL POSITION AT THIS HOSPITAL  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	2 0	-	-	-	-	-	-	2 0
TOTAL ANS	238 100.0	91 100.0	43 100.0	35 100.0	11 100.0	87 100.0	80 100.0	-
ADMINISTRATIVE OFFICER	-	-	-	-	-	-	-	-
ADMINISTRATIVE SPECIALIST	-	-	-	-	-	-	-	-
STAFF PHYSICIAN	47 19.7	47 51.8	27 62.8	17 48.6	1 9.1	-	-	-
HOUSE STAFF OFFICER	40 16.8	40 44.0	13 30.2	17 48.6	10 90.9	-	-	-
DENTIST	4 1.7	4 4.4	3 7.0	1 2.8	-	-	-	-
MEDICAL STUDENT	-	-	-	-	-	-	-	-
PHYSICIAN'S ASSISTANT/NURSE PRACT.	-	-	-	-	-	-	-	-
NURSE/LVN, LPN	87 36.5	-	-	-	-	87 100.0	-	-
CORPSMAN OR TECHNICIAN	49 20.6	-	-	-	-	-	49 81.7	-
REGISTRAR	-	-	-	-	-	-	-	-
CLERK	8 3.4	-	-	-	-	-	8 13.3	-
OTHER	3 1.3	-	-	-	-	-	3 5.0	-

TABLE 9C

HOW LONG HAVE YOU BEEN WORKING AT THIS FACILITY  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	10 *	2 *	1 *	1 *	- *	2 *	5 *	1 *
TOTAL ANS	230 100.0	89 100.0	42 100.0	34 100.0	11 100.0	85 100.0	55 100.0	1 100.0
LESS THAN 6 MONTHS	37 16.1	18 20.2	8 21.4	7 20.6	1 9.1	8 9.4	11 20.0	-
6-12 MONTHS	42 18.3	2 2.2	-	1 2.9	1 9.1	16 18.8	24 43.6	-
1-3 YEARS	84 40.8	38 43.8	16 38.1	16 47.1	6 54.5	38 44.7	16 29.1	1 100.0
3 YEARS OR MORE	57 24.8	30 33.7	17 40.5	10 29.4	3 27.3	23 27.1	4 7.3	-

ARE YOU IN THE MILITARY  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 0	2 0	1 0	1 0	- 0	2 0	8 0	1 0
TOTAL ANS	228 100.0	89 100.0	42 100.0	34 100.0	11 100.0	85 100.0	54 100.0	1 100.0
YES	208 90.8	89 100.0	42 100.0	34 100.0	11 100.0	71 83.5	47 87.0	1 100.0
NO	21 9.2	- 0	- 0	- 0	- 0	14 16.5	7 13.0	- 0

APPENDIX A.2 LABORATORY PERSONNEL QUESTIONNAIRE



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TABLE 1 A

SATISFACTION WITH TRILAB ON: AVAILABILITY OF SYSTEM  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 2.6	-	1 3.1	-	-	-	-	-
TOTAL ANS	38 100.0	1 100.0	32 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	18 42.1	-	13 40.6	-	-	3 75.0	-	-
VERY SATISFIED	2 5.3	-	-	-	-	2 50.0	-	-
SOMEWHAT SATISFIED	14 36.8	-	12 40.6	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	1 2.6	-	1 3.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	15 39.5	1 100.0	12 37.5	-	-	1 25.0	1 100.0	-
VERY UNSATISFIED	6 15.8	-	6 18.8	-	-	-	-	-
LOW NET	21 55.3	1 100.0	18 56.3	-	-	1 25.0	1 100.0	-
MEAN	2.78	2.00	2.66	-	-	4.00	2.00	-
STD ERR	.20	-	.21	-	-	.71	-	-

TABLE 1 B

SATISFACTION WITH TRILAB ON: RELIABILITY OF SYSTEM  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	18 38.8	1 100.0	11 33.3	-	-	3 75.0	-	-
VERY SATISFIED	2 5.1	-	-	-	-	2 50.0	-	-
SOMEWHAT SATISFIED	13 33.3	1 100.0	11 33.3	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	2 5.1	-	2 6.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	18 38.8	-	13 39.4	-	-	1 25.0	1 100.0	-
VERY UNSATISFIED	7 17.8	-	7 21.2	-	-	-	-	-
LOW NET	22 56.4	-	20 60.6	-	-	1 25.0	1 100.0	-
MEAN	2.89	4.00	2.52	-	-	4.00	2.00	-
STD ERR	.20	-	.20	-	-	.71	-	-

TABLE 1 C

SATISFACTION WITH TRILAB ON: ACCURACY OF SYSTEM  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	1	-	-	-	-	-
	1	-	1	-	-	-	-	-
TOTAL ANS	38	1	32	-	-	4	1	-
	100.0	100.0	100.0	-	-	100.0	100.0	-
HIGH NET	33	1	27	-	-	4	1	-
	86.8	100.0	84.4	-	-	100.0	100.0	-
VERY SATISFIED	13	-	10	-	-	3	-	-
	34.2	-	31.3	-	-	75.0	-	-
SOMEWHAT SATISFIED	20	1	17	-	-	1	1	-
	52.6	100.0	53.1	-	-	25.0	100.0	-
UNDECIDED/NO OPINION	3	-	3	-	-	-	-	-
	7.9	-	9.4	-	-	-	-	-
SOMEWHAT UNSATISFIED	1	-	1	-	-	-	-	-
	2.6	-	3.1	-	-	-	-	-
VERY UNSATISFIED	1	-	1	-	-	-	-	-
	2.6	-	3.1	-	-	-	-	-
LOW NET	2	-	2	-	-	-	-	-
	5.3	-	6.3	-	-	-	-	-
MEAN	4.13	4.00	4.06	-	-	4.75	4.00	-
STD ERR	.14	-	.18	-	-	.25	-	-

TABLE 1 D

SATISFACTION WITH TRILAB ON: EASE OF TEST ORDER ENTRY  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	14 35.9	-	10 30.3	-	-	4 100.0	-	-
VERY SATISFIED	3 7.7	-	2 6.1	-	-	1 25.0	-	-
SOMEWHAT SATISFIED	11 28.2	-	8 24.2	-	-	3 75.0	-	-
UNDECIDED/NO OPINION	2 5.1	-	2 6.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	15 38.8	-	14 42.4	-	-	-	1 100.0	-
VERY UNSATISFIED	8 20.8	1 100.0	7 21.2	-	-	-	-	-
LOW NET	23 59.0	1 100.0	21 63.6	-	-	-	1 100.0	-
MEAN	2.84	1.00	2.52	-	-	4.25	2.00	-
STD ERR	.21	-	.22	-	-	.25	-	-

TABLE 1 E

SATISFACTION WITH TRILAB ON: EASE OF GENERATION OF SPECIMEN LABEL  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 2.6	-	-	-	-	1 2.6	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	12 31.6	-	10 30.3	-	-	2 68.7	-	-
VERY SATISFIED	4 10.5	-	3 9.1	-	-	1 33.3	-	-
SOMEWHAT SATISFIED	8 21.1	-	7 21.2	-	-	1 33.3	-	-
UNDECIDED/NO OPINION	14 36.8	-	12 36.4	-	-	1 33.3	1 100.0	-
SOMEWHAT UNSATISFIED	6 15.8	-	6 18.2	-	-	-	-	-
VERY UNSATISFIED	6 15.8	1 100.0	5 15.2	-	-	-	-	-
LOW NET	12 31.6	1 100.0	11 33.3	-	-	-	-	-
MEAN	2.95	1.00	2.91	-	-	4.00	3.00	-
STD ERR	.20	-	.21	-	-	.98	-	-



TABLE 1 F

SATISFACTION WITH TRILAB ON: CLARITY OF WORKSHEET  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 100.0	-	-	-	-	1 100.0	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	22 57.9	-	20 60.6	-	-	2 66.7	-	-
VERY SATISFIED	8 21.1	-	8 24.2	-	-	-	-	-
SOMEWHAT SATISFIED	14 36.8	-	12 36.4	-	-	2 66.7	-	-
UNDECIDED/NO OPINION	10 26.3	-	8 24.2	-	-	1 33.3	1 100.0	-
SOMEWHAT UNSATISFIED	5 13.2	1 100.0	4 12.1	-	-	-	-	-
VERY UNSATISFIED	1 2.6	-	1 3.0	-	-	-	-	-
LOW NET	6 15.8	1 100.0	5 15.2	-	-	-	-	-
MEAN	3.61	2.00	3.67	-	-	3.67	3.00	-
STD ERR	.17	-	.19	-	-	.33	-	-

TABLE 1 G

SATISFACTION WITH TRILAB ON: CLARITY OF PRINT-OUT  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0
HIGH NET	28 71.8	-	23 69.7	-	-	4 100.0	1 100.0
VERY SATISFIED	11 28.2	-	9 27.3	-	-	2 50.0	-
SOMEWHAT SATISFIED	17 43.8	-	14 42.4	-	-	2 50.0	1 100.0
UNDECIDED/NO OPINION	10 25.6	1 100.0	9 27.3	-	-	-	-
SOMEWHAT UNSATISFIED	1 2.6	-	1 3.0	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-
LOW NET	1 2.6	-	1 3.0	-	-	-	-
MEAN	3.97	3.00	3.94	-	-	4.50	4.00
STD ERR	.13	-	.14	-	-	.29	-

TABLE 1 H

SATISFACTION WITH TRILAB ON: ENTRY OF RESULTS INTO SYSTEM  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	18 46.2	1 100.0	18 48.5	-	-	1 25.0	-	-
VERY SATISFIED	6 15.4	-	6 18.2	-	-	-	-	-
SOMEWHAT SATISFIED	12 30.8	1 100.0	10 30.3	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	2 5.1	-	2 6.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	10 25.6	-	9 27.3	-	-	-	1 100.0	-
VERY UNSATISFIED	9 23.1	-	6 18.2	-	-	3 75.0	-	-
LOW NET	19 48.7	-	15 45.5	-	-	3 75.0	1 100.0	-
MEAN	2.80	4.00	3.03	-	-	1.75	2.00	-
STD ERR	.23	-	.25	-	-	.75	-	-

TABLE 1 I

SATISFACTION WITH TRILAB ON: INQUIRY CAPABILITY  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	28 71.8	-	24 72.7	-	-	4 100.0	-	-
VERY SATISFIED	10 25.6	-	9 27.3	-	-	1 25.0	-	-
SOMEWHAT SATISFIED	18 46.2	-	15 45.5	-	-	3 75.0	-	-
UNDECIDED/NO OPINION	3 7.7	-	3 9.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	6 15.4	1 100.0	4 12.1	-	-	-	1 100.0	-
VERY UNSATISFIED	2 5.1	-	2 6.1	-	-	-	-	-
LOW NET	8 20.5	1 100.0	6 18.2	-	-	-	1 100.0	-
MEAN	3.72	2.00	3.76	-	-	4.25	2.00	-
STD ERR	.19	-	.20	-	-	.25	-	-

TABLE 1 J

SATISFACTION WITH TRILAB ON: AVAILABILITY OF HARD COPY RESULTS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	2 4	- -	1 2	- -	- -	1 4	- -	- -
TOTAL ANS	37 100.0	1 100.0	32 100.0	- -	- -	3 100.0	1 100.0	- -
HIGH NET	10 27.0	- -	9 28.1	- -	- -	1 33.3	- -	- -
VERY SATISFIED	2 5.4	- -	2 6.3	- -	- -	- -	- -	- -
SOMEWHAT SATISFIED	8 21.6	- -	7 21.9	- -	- -	1 33.3	- -	- -
UNDECIDED/NO OPINION	20 54.1	- -	18 56.3	- -	- -	1 33.3	1 100.0	- -
SOMEWHAT UNSATISFIED	4 10.8	1 100.0	2 6.3	- -	- -	1 33.3	- -	- -
VERY UNSATISFIED	3 8.1	- -	3 9.4	- -	- -	- -	- -	- -
LOW NET	7 18.9	1 100.0	5 15.6	- -	- -	1 33.3	- -	- -
MEAN	3.05	2.00	3.09	-	-	3.00	3.00	-
STD ERR	.15	-	.17	-	-	.58	-	-

TABLE 1 K

SATISFACTION WITH TRILAB ON: CAPABILITY OF EDITING FILES  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	22 56.4	-	18 54.5	-	-	3 75.0	1 100.0	-
VERY SATISFIED	7 17.7	-	6 18.2	-	-	1 25.0	-	-
SOMEWHAT SATISFIED	15 38.5	-	12 36.4	-	-	2 50.0	1 100.0	-
UNDECIDED/NO OPINION	4 10.3	-	3 9.1	-	-	1 25.0	-	-
SOMEWHAT UNSATISFIED	11 28.2	1 100.0	10 30.3	-	-	-	-	-
VERY UNSATISFIED	2 5.1	-	2 6.1	-	-	-	-	-
LOW NET	13 33.3	1 100.0	12 36.4	-	-	-	-	-
MEAN	3.36	2.00	3.30	-	-	4.00	4.00	-
STD ERR	.20	-	.22	-	-	.41	-	-

TABLE 1 L

SATISFACTION WITH TRILAB ON: TIME SPENT IDENTIFYING/INDICATING ABNORMAL VALUES  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	2 *	-	2 *	-	-	-	-	-
TOTAL ANS	37 100.0	1 100.0	31 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	13 35.1	-	12 38.7	-	-	1 25.0	-	-
VERY SATISFIED	3 8.1	-	3 9.7	-	-	-	-	-
SOMEWHAT SATISFIED	10 27.0	-	9 29.0	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	15 40.5	1 100.0	11 35.5	-	-	2 50.0	1 100.0	-
SOMEWHAT UNSATISFIED	7 18.9	-	7 22.6	-	-	-	-	-
VERY UNSATISFIED	2 5.4	-	1 3.2	-	-	1 25.0	-	-
LOW NET	9 24.3	-	8 25.8	-	-	1 25.0	-	-
MEAN	3.14	3.00	3.19	-	-	2.75	3.00	-
STD ERR	.17	-	.18	-	-	.63	-	-

TABLE 1 M

SATISFACTION WITH TRILAB ON: TIME SPENT ON DEPARTMENT LOG  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----							UNSP
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	2 4	-	2 4	-	-	-	-	-
TOTAL ANS	37 100.0	1 100.0	31 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	8 21.6	-	7 22.6	-	-	1 25.0	-	-
VERY SATISFIED	2 5.4	-	2 6.5	-	-	-	-	-
SOMEWHAT SATISFIED	6 16.2	-	5 16.1	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	11 29.7	-	11 35.5	-	-	-	-	-
SOMEWHAT UNSATISFIED	9 24.3	1 100.0	8 19.4	-	-	2 50.0	-	-
VERY UNSATISFIED	9 24.3	-	7 22.6	-	-	1 25.0	1 100.0	-
LOW NET	18 48.6	1 100.0	13 41.9	-	-	3 75.0	1 100.0	-
MEAN	2.54	2.00	2.65	-	-	2.25	1.00	-
STD ERR	.20	-	.22	-	-	.63	-	-



TABLE 1 N

SATISFACTION WITH TRILAB ON: MEDICAL STAFF FAMILIARITY WITH TRILAB  
QUESTIONNAIRE B

	<-----S T A F F   T Y P E----->							UNSP
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	12 30.8	-	11 33.3	-	-	1 25.0	-	-
VERY SATISFIED	-	-	-	-	-	-	-	-
SOMEWHAT SATISFIED	12 30.8	-	11 33.3	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	7 17.9	-	8 18.2	-	-	1 25.0	-	-
SOMEWHAT UNSATISFIED	15 38.5	-	12 36.4	-	-	2 50.0	1 100.0	-
VERY UNSATISFIED	5 12.8	1 100.0	4 12.1	-	-	-	-	-
LOW NET	20 51.3	1 100.0	16 48.5	-	-	2 50.0	1 100.0	-
MEAN	2.87	1.00	2.73	-	-	2.75	2.00	-
STD ERR	.17	-	.18	-	-	.48	-	-

TABLE 1 0

SATISFACTION WITH TRILAB ON: ADEQUACY OF YOUR TRAINING WITH TRILAB  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->							UNSP
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	18 41.0	-	15 45.5	-	-	1 25.0	-	-
VERY SATISFIED	3 7.7	-	3 9.1	-	-	-	-	-
SOMEWHAT SATISFIED	13 33.3	-	12 36.4	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	2 5.1	-	2 6.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	17 43.6	1 100.0	13 39.4	-	-	2 50.0	1 100.0	-
VERY UNSATISFIED	4 10.3	-	3 9.1	-	-	1 25.0	-	-
LOW NET	21 53.8	1 100.0	18 48.8	-	-	3 75.0	1 100.0	-
MEAN	2.85	2.00	2.97	-	-	2.25	2.00	-
STD ERR	.20	-	.22	-	-	.63	-	-

TABLE 1 P

SATISFACTION WITH TRILAB ON: LEGIBILITY OF CRT SCREEN  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	1 100.0	-	1 100.0	-	-	-	-	-
TOTAL ANS	38 100.0	1 100.0	32 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	38 94.7	1 100.0	30 93.8	-	-	4 100.0	1 100.0	-
VERY SATISFIED	21 55.3	-	18 56.3	-	-	3 75.0	-	-
SOMEWHAT SATISFIED	15 39.5	1 100.0	12 37.5	-	-	1 25.0	1 100.0	-
UNDECIDED/NO OPINION	1 2.6	-	1 3.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	1 2.6	-	1 3.1	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	1 2.6	-	1 3.1	-	-	-	-	-
MEAN	4.47	4.00	4.47	-	-	4.75	4.00	-
STD ERR	.11	-	.13	-	-	.25	-	-

TABLE 1 Q

SATISFACTION WITH TRILAB ON: EFFICIENCY OF COMMAND FUNCTIONS  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----							UNSP
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	1	-	-	-	-	-
	2	-	2	-	-	-	-	-
TOTAL ANS	38	1	32	-	-	4	1	-
	100.0	100.0	100.0	-	-	100.0	100.0	-
HIGH NET	21	1	18	-	-	2	-	-
	55.3	100.0	56.3	-	-	50.0	-	-
VERY SATISFIED	7	-	7	-	-	-	-	-
	18.4	-	21.9	-	-	-	-	-
SOMEWHAT SATISFIED	14	1	11	-	-	2	-	-
	36.8	100.0	34.4	-	-	50.0	-	-
UNDECIDED/NO OPINION	4	-	3	-	-	-	1	-
	10.5	-	9.4	-	-	-	100.0	-
SOMEWHAT UNSATISFIED	10	-	9	-	-	1	-	-
	26.3	-	28.1	-	-	25.0	-	-
VERY UNSATISFIED	3	-	2	-	-	1	-	-
	7.9	-	6.3	-	-	25.0	-	-
LOW NET	13	-	11	-	-	2	-	-
	34.2	-	34.4	-	-	50.0	-	-
MEAN	3.32	4.00	3.38	-	-	2.75	3.00	-
STD ERR	.21	-	.23	-	-	.75	-	-

TABLE 1 R

SATISFACTION WITH TRILAB ON: LOCATION OF TERMINALS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E ----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	14 36.8	-	13 39.4	-	-	1 25.0	-	-
VERY SATISFIED	2 5.1	-	2 6.1	-	-	-	-	-
SOMEWHAT SATISFIED	12 30.8	-	11 33.3	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	4 10.3	-	4 12.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	18 41.0	-	13 39.4	-	-	2 50.0	1 100.0	-
VERY UNSATISFIED	8 12.8	1 100.0	3 9.1	-	-	1 25.0	-	-
LOW NET	21 53.8	1 100.0	16 48.5	-	-	3 75.0	1 100.0	-
MEAN	2.74	1.00	2.88	-	-	2.25	2.00	-
STD ERR	.19	-	.20	-	-	.63	-	-

TABLE 1 S

SATISFACTION WITH TRILAB ON: QUALITY CONTROL OF DATA  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 6	- -	1 6	- -	- -	- -	- -	- -
TOTAL ANS	38 100.0	1 100.0	32 100.0	- -	- -	4 100.0	1 100.0	- -
HIGH NET	18 47.4	- -	17 53.1	- -	- -	1 25.0	- -	- -
VERY SATISFIED	7 18.4	- -	7 21.9	- -	- -	- -	- -	- -
SOMEWHAT SATISFIED	11 28.9	- -	10 31.3	- -	- -	1 25.0	- -	- -
UNDECIDED/NO OPINION	15 39.5	1 100.0	13 40.6	- -	- -	1 25.0	- -	- -
SOMEWHAT UNSATISFIED	1 2.6	- -	1 3.1	- -	- -	- -	- -	- -
VERY UNSATISFIED	4 10.5	- -	1 3.1	- -	- -	2 50.0	1 100.0	- -
LOW NET	5 13.2	- -	2 6.3	- -	- -	2 50.0	1 100.0	- -
MEAN	3.42	3.00	3.68	-	-	2.25	1.00	-
STD ERR	.19	-	.17	-	-	.75	-	-

TABLE 1 T

SATISFACTION WITH TRILAB ON: ACCURACY OF RESULTS  
QUESTIONNAIRE B

	<-----S T A F F   T Y P E----->							UNSP
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	28 71.8	-	25 75.8	-	-	2 50.0	1 100.0	-
VERY SATISFIED	11 28.2	-	10 30.3	-	-	1 25.0	-	-
SOMEWHAT SATISFIED	17 43.8	-	15 45.5	-	-	1 25.0	1 100.0	-
UNDECIDED/NO OPINION	9 23.1	1 100.0	7 21.2	-	-	1 25.0	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	2 5.1	-	1 3.0	-	-	1 25.0	-	-
LOW NET	2 5.1	-	1 3.0	-	-	1 25.0	-	-
MEAN	3.80	3.00	4.00	-	-	3.25	4.00	-
STD ERR	.18	-	.18	-	-	.85	-	-

TABLE 1 U

SATISFACTION WITH TRILAB ON: LOGGING/REPORTING QUALITY CONTROL INFORMATION  
QUESTIONNAIRE B

	<-----S T A F F   T Y P E----->							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	19 41.0	-	18 45.5	-	-	1 25.0	-	-
VERY SATISFIED	5 12.8	-	5 15.2	-	-	-	-	-
SOMEWHAT SATISFIED	11 28.2	-	10 30.3	-	-	1 25.0	-	-
UNDECIDED/NO OPINION	14 35.9	1 100.0	11 33.3	-	-	2 50.0	-	-
SOMEWHAT UNSATISFIED	5 12.8	-	5 15.2	-	-	-	-	-
VERY UNSATISFIED	4 10.3	-	2 6.1	-	-	1 25.0	1 100.0	-
LOW NET	9 23.1	-	7 21.2	-	-	1 25.0	1 100.0	-
MEAN	3.21	3.00	3.33	-	-	2.75	1.00	-
STD ERR	.18	-	.18	-	-	.63	-	-



TABLE 1 V

SATISFACTION WITH TRILAB ON: TIME SPENT VERIFYING PATIENT ID WITH TRILAB SYSTEM  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 0	- -	- -	- -	- -	1 0	- -	- -
TOTAL ANS	38 100.0	1 100.0	33 100.0	- -	- -	3 100.0	1 100.0	- -
HIGH NET	14 36.8	- -	12 36.4	- -	- -	2 56.7	- -	- -
VERY SATISFIED	2 5.3	- -	2 6.1	- -	- -	- -	- -	- -
SOMEWHAT SATISFIED	12 31.6	- -	10 30.3	- -	- -	2 56.7	- -	- -
UNDECIDED/NO OPINION	3 7.9	- -	3 9.1	- -	- -	- -	- -	- -
SOMEWHAT UNSATISFIED	13 34.2	- -	13 39.4	- -	- -	- -	- -	- -
VERY UNSATISFIED	8 21.1	1 100.0	5 15.2	- -	- -	1 33.3	1 100.0	- -
LOW NET	21 55.3	1 100.0	18 54.5	- -	- -	1 33.3	1 100.0	- -
MEAN	2.66	1.00	2.73	-	-	3.00	1.00	-
STD ERR	.21	-	.21	-	-	1.00	-	-

TABLE 1 M

SATISFACTION WITH TRILAB ON: SPEED/EASE OF RESULTS RETRIEVAL  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	1 2.6	-	-	-	-	1 2.6	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	17 44.7	-	14 42.4	-	-	3 100.0	-	-
VERY SATISFIED	2 5.3	-	2 6.1	-	-	-	-	-
SOMEWHAT SATISFIED	15 39.5	-	12 36.4	-	-	3 100.0	-	-
UNDECIDED/NO OPINION	3 7.9	-	3 9.1	-	-	-	-	-
SOMEWHAT UNSATISFIED	11 28.9	1 100.0	10 30.3	-	-	-	-	-
VERY UNSATISFIED	7 18.4	-	6 18.2	-	-	-	1 100.0	-
LOW NET	18 47.4	1 100.0	16 48.5	-	-	-	1 100.0	-
MEAN	2.84	2.00	2.82	-	-	4.00	1.00	-
STD ERR	.21	-	.22	-	-	-	-	-

TABLE 1 X

SATISFACTION WITH TRILAB ON: RESULTS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	3 *	-	2 *	-	-	1 *	-	-
TOTAL ANS	38 100.0	1 100.0	31 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	19 52.6	-	16 51.6	-	-	3 100.0	-	-
VERY SATISFIED	3 8.3	-	3 9.7	-	-	-	-	-
SOMEWHAT SATISFIED	16 44.4	-	13 41.9	-	-	3 100.0	-	-
UNDECIDED/NO OPINION	11 30.6	1 100.0	9 29.0	-	-	-	1 100.0	-
SOMEWHAT UNSATISFIED	6 16.7	-	6 19.4	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	6 16.7	-	6 19.4	-	-	-	-	-
MEAN	3.44	3.00	3.42	-	-	4.00	3.00	-
STD ERR	.16	-	.17	-	-	-	-	-

TABLE 1 Y

SATISFACTION WITH TRILAB ON: CAPABILITY OF PROVIDING CUMULATIVE RESULTS TO USERS  
QUESTIONNAIRE B

	TOTAL	<-----S T A F F T Y P E----->						
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	1	-	-	-	-	1	-	-
	4	-	-	-	-	1	-	-
TOTAL ANS	38	1	33	-	-	3	1	-
	100.0	100.0	100.0	-	-	100.0	100.0	-
HIGH NET	17	-	15	-	-	2	-	-
	44.7	-	45.5	-	-	66.7	-	-
VERY SATISFIED	3	-	3	-	-	-	-	-
	7.9	-	9.1	-	-	-	-	-
SOMEWHAT SATISFIED	14	-	12	-	-	2	-	-
	36.8	-	36.4	-	-	66.7	-	-
UNDECIDED/NO OPINION	11	1	10	-	-	-	-	-
	28.9	100.0	30.3	-	-	-	-	-
SOMEWHAT UNSATISFIED	7	-	6	-	-	-	1	-
	18.4	-	18.2	-	-	-	100.0	-
VERY UNSATISFIED	3	-	2	-	-	1	-	-
	7.9	-	6.1	-	-	33.3	-	-
LOW NET	10	-	8	-	-	1	1	-
	26.3	-	24.2	-	-	33.3	100.0	-
MEAN	3.18	3.00	3.24	-	-	3.00	2.00	-
STD ERR	.18	-	.18	-	-	1.00	-	-

TABLE 2

OVERALL, HOW SATISFIED WITH THE TRILAB SYSTEM  
QUESTIONNAIRE B

	TOTAL	-----S T A F F T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 2.6	-	-	-	-	1 3.3	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	12 31.6	-	11 33.3	-	-	1 3.3	-	-
VERY SATISFIED	1 2.6	-	1 3.0	-	-	-	-	-
SOMEWHAT SATISFIED	11 28.9	-	10 30.3	-	-	1 3.3	-	-
UNDECIDED/NO OPINION	1 2.6	-	1 3.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	15 39.5	1 100.0	13 39.4	-	-	1 3.3	-	-
VERY UNSATISFIED	10 26.3	-	8 24.2	-	-	1 3.3	1 100.0	-
LOW NET	25 65.8	1 100.0	21 63.6	-	-	2 6.7	1 100.0	-
MEAN	2.42	2.00	2.48	-	-	2.33	1.00	-
STD ERR	.20	-	.22	-	-	.66	-	-

TABLE 3

OVERALL, HOW SATISFIED WITH CLINICAL LABORATORY SERVICES PROVIDED BY THIS MEDICAL CENTER  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	2 6	-	1 4	-	-	1 3	-	-
TOTAL ANS	37 100.0	1 100.0	32 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	24 64.9	1 100.0	20 62.5	-	-	3 100.0	-	-
VERY SATISFIED	5 13.5	-	4 12.5	-	-	1 33.3	-	-
SOMEWHAT SATISFIED	18 51.4	1 100.0	16 50.0	-	-	2 66.7	-	-
UNDECIDED/NO OPINION	6 16.2	-	5 15.6	-	-	-	1 100.0	-
SOMEWHAT UNSATISFIED	6 16.2	-	6 18.8	-	-	-	-	-
VERY UNSATISFIED	1 2.7	-	1 3.1	-	-	-	-	-
LOW NET	7 18.9	-	7 21.9	-	-	-	-	-
MEAN	3.87	4.00	3.60	-	-	4.33	3.00	-
STD ERR	.17	-	.19	-	-	.33	-	-

TABLE 4 A

FREQUENCY OF FOLLOWING WITH TRILAB: TESTS REPEATED DUE TO LOST RESULTS  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	1 0	-	-	-	-	1 0	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0
HIGH NET	18 42.1	-	14 42.4	-	-	1 33.3	1 100.0
OFTEN	-	-	-	-	-	-	-
OCCASIONALLY	18 42.1	-	14 42.4	-	-	1 33.3	1 100.0
UNDECIDED/NO OPINION	1 2.6	-	1 3.0	-	-	-	-
RARELY	18 42.1	1 100.0	13 39.4	-	-	2 66.7	-
NEVER	5 13.2	-	5 15.2	-	-	-	-
LOW NET	21 55.3	1 100.0	18 54.5	-	-	2 66.7	-
MEAN	2.74	2.00	2.73	-	-	2.67	4.00
STD ERR	.19	-	.21	-	-	.67	-

TABLE 4 B

FREQUENCY OF FOLLOWING WITH TRILAB: DUPLICATION OF INFORMATION  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	1 6	-	-	-	-	1 6	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0
HIGH NET	19 50.0	1 100.0	17 51.5	-	-	1 33.3	-
OFTEN	8 21.1	1 100.0	6 18.2	-	-	1 33.3	-
OCCASIONALLY	11 28.9	-	11 33.3	-	-	-	-
UNDECIDED/NO OPINION	4 10.5	-	3 9.1	-	-	1 33.3	-
RARELY	14 36.8	-	12 36.4	-	-	1 33.3	1 100.0
NEVER	1 2.6	-	1 3.0	-	-	-	-
LOW NET	15 39.5	-	13 39.4	-	-	1 33.3	1 100.0
MEAN	3.29	5.00	3.27	-	-	3.33	2.00
STD ERR	.20	-	.21	-	-	.68	-



TABLE 4 C

FREQUENCY OF FOLLOWING WITH TRILAB: TELEPHONE CALLS TO UNITS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	-	-	-	1	-	-
	1	-	-	-	-	1	-	-
TOTAL ANS	38	1	33	-	-	3	1	-
	100.0	100.0	100.0	-	-	100.0	100.0	-
HIGH NET	30	-	28	-	-	3	1	-
	78.9	-	78.8	-	-	100.0	100.0	-
OFTEN	2	-	1	-	-	1	-	-
	5.3	-	3.0	-	-	33.3	-	-
OCCASIONALLY	28	-	25	-	-	2	1	-
	73.7	-	75.8	-	-	66.7	100.0	-
UNDECIDED/NO OPINION	1	-	1	-	-	-	-	-
	2.6	-	3.0	-	-	-	-	-
RARELY	8	1	5	-	-	-	-	-
	15.8	100.0	15.2	-	-	-	-	-
NEVER	1	-	1	-	-	-	-	-
	2.6	-	3.0	-	-	-	-	-
LOW NET	7	1	8	-	-	-	-	-
	18.4	100.0	18.2	-	-	-	-	-
MEAN	3.63	2.00	2.61	-	-	4.33	4.00	-
STD ERR	.16	-	.16	-	-	.33	-	-

TABLE 4 D

FREQUENCY OF FOLLOWING WITH TRILAB: TIME SPENT ON MANUAL RECORD-KEEPING  
QUESTIONNAIRE B

	<-----S T A F F T Y P E----->							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	1	-	-	-	-	1	-	-
TOTAL ANS	38	1	33	-	-	3	1	-
	100.0	100.0	100.0	-	-	100.0	100.0	-
HIGH NET	28	1	24	-	-	2	1	-
	73.7	100.0	72.7	-	-	66.7	100.0	-
OFTEN	17	-	15	-	-	2	-	-
	44.7	-	45.5	-	-	66.7	-	-
OCCASIONALLY	11	1	9	-	-	-	1	-
	28.9	100.0	27.3	-	-	-	100.0	-
UNDECIDED/NO OPINION	3	-	3	-	-	-	-	-
	7.9	-	9.1	-	-	-	-	-
RARELY	6	-	5	-	-	1	-	-
	15.8	-	15.2	-	-	33.3	-	-
NEVER	1	-	1	-	-	-	-	-
	2.6	-	3.0	-	-	-	-	-
LOW NET	7	-	8	-	-	1	-	-
	18.4	-	18.2	-	-	33.3	-	-
MEAN	3.97	4.00	3.97	-	-	4.00	4.00	-
STD ERR	.19	-	.21	-	-	1.00	-	-

TABLE 5

DID YOU WORK IN THIS LABORATORY BEFORE TRILAB WAS INSTALLED IN FEBRUARY 1962  
QUESTIONNAIRE B

	<-----S T A F F   T Y P E----->							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0	-
YES	31 79.5	1 100.0	28 78.8	-	-	3 75.0	1 100.0	-
NO	8 20.5	-	7 21.2	-	-	1 25.0	-	-

TABLE BG A

RELATIVE FREQUENCY OF FOLLOWING: TELEPHONE CALLING TO INPATIENT UNITS/OUTPATIENT CLINICS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	8 8	-	8 8	-	-	1 8	-	-
TOTAL ANS	30 100.0	1 100.0	25 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	8 26.7	-	8 24.0	-	-	2 66.7	-	-
MORE FREQUENTLY WITH TRILAB	2 6.7	-	1 4.0	-	-	1 33.3	-	-
SIMILAR FREQUENCY WITH TRILAB	8 20.0	-	8 20.0	-	-	1 33.3	-	-
NEVER	-	-	-	-	-	-	-	-
LESS FREQUENTLY WITH TRILAB	22 73.3	1 100.0	18 78.0	-	-	1 33.3	1 100.0	-
UNDECIDED	-	-	-	-	-	-	-	-
LOW NET	22 73.3	1 100.0	18 78.0	-	-	1 33.3	1 100.0	-
MEAN	2.80	2.00	2.52	-	-	3.67	2.00	-
STD ERR	.19	-	.19	-	-	.88	-	-

TABLE 5G 8

RELATIVE FREQUENCY OF FOLLOWING: DUPLICATION OF INFORMATION  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	10 *	- -	8 *	- -	- -	2 *	- -	- -
TOTAL ANS	28 100.0	1 100.0	25 100.0	- -	- -	2 100.0	1 100.0	- -
HIGH NET	11 37.9	1 100.0	8 32.0	- -	- -	1 50.0	1 100.0	- -
MORE FREQUENTLY WITH TRILAB	8 20.7	1 100.0	4 16.0	- -	- -	1 50.0	- -	- -
SIMILAR FREQUENCY WITH TRILAB	5 17.2	- -	4 16.0	- -	- -	- -	1 100.0	- -
NEVER	3 10.3	- -	3 12.0	- -	- -	- -	- -	- -
LESS FREQUENTLY WITH TRILAB	12 41.4	- -	11 44.0	- -	- -	1 50.0	- -	- -
UNDECIDED	3 10.3	- -	3 12.0	- -	- -	- -	- -	- -
LOW NET	15 51.7	- -	14 56.0	- -	- -	1 50.0	- -	- -
MEAN	2.87	5.00	2.80	-	-	3.60	4.00	-
STD ERR	.26	-	.26	-	-	1.50	-	-

TABLE 50 C

RELATIVE FREQUENCY OF FOLLOWING: NECESSITY OF REPEATING TESTS DUE TO INACCURATE RESULTS  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	8 0	- 0	8 0	- 0	- 0	1 0	- 0	- 0
TOTAL ANS	30 100.0	1 100.0	25 100.0	- 0	- 0	3 100.0	1 100.0	- 0
HIGH NET	17 56.7	1 100.0	14 56.0	- 0	- 0	1 33.3	1 100.0	- 0
MORE FREQUENTLY WITH TRILAB	1 3.3	- 0	1 4.0	- 0	- 0	- 0	- 0	- 0
SIMILAR FREQUENCY WITH TRILAB	16 53.3	1 100.0	13 52.0	- 0	- 0	1 33.3	1 100.0	- 0
NEVER	4 13.3	- 0	3 12.0	- 0	- 0	1 33.3	- 0	- 0
LESS FREQUENTLY WITH TRILAB	6 20.0	- 0	5 20.0	- 0	- 0	1 33.3	- 0	- 0
UNDECIDED	3 10.0	- 0	3 12.0	- 0	- 0	- 0	- 0	- 0
LOW NET	8 26.7	- 0	8 32.0	- 0	- 0	1 33.3	- 0	- 0
MEAN	3.20	4.00	3.16	-	-	3.00	4.00	-
STD ERR	.21	-	.24	-	-	.66	-	-

TABLE 5Q D

RELATIVE FREQUENCY OF FOLLOWING: TIME SPENT ON MANUAL RECORD KEEPING  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	9 100.0	-	8 100.0	-	-	1 100.0	-	-
TOTAL ANS	30 100.0	1 100.0	25 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	18 53.3	-	14 56.0	-	-	2 66.7	-	-
MORE FREQUENTLY WITH TRILAB	8 20.0	-	5 20.0	-	-	1 33.3	-	-
SIMILAR FREQUENCY WITH TRILAB	10 33.3	-	9 36.0	-	-	1 33.3	-	-
NEVER	-	-	-	-	-	-	-	-
LESS FREQUENTLY WITH TRILAB	14 46.7	1 100.0	11 44.0	-	-	1 33.3	1 100.0	-
UNDECIDED	-	-	-	-	-	-	-	-
LOW NET	14 46.7	1 100.0	11 44.0	-	-	1 33.3	1 100.0	-
MEAN	3.27	2.00	3.32	-	-	3.67	2.00	-
STD ERR	.23	-	.25	-	-	.88	-	-

TABLE 5G E

RELATIVE FREQUENCY OF FOLLOWING: DISCREPANCIES IN TRANSCRIPTION  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	9 *	- -	8 *	- -	- -	1 *	- -	- -
TOTAL ANS	30 100.0	1 100.0	28 100.0	- -	- -	3 100.0	1 100.0	- -
HIGH NET	20 66.7	1 100.0	17 68.0	- -	- -	2 66.7	- -	- -
MORE FREQUENTLY WITH TRILAB	7 23.3	1 100.0	4 16.0	- -	- -	2 66.7	- -	- -
SIMILAR FREQUENCY WITH TRILAB	13 43.3	- -	13 52.0	- -	- -	- -	- -	- -
NEVER	1 3.3	- -	1 4.0	- -	- -	- -	- -	- -
LESS FREQUENTLY WITH TRILAB	8 20.0	- -	4 16.0	- -	- -	1 33.3	1 100.0	- -
UNDECIDED	3 10.0	- -	3 12.0	- -	- -	- -	- -	- -
LOW NET	8 30.0	- -	7 28.0	- -	- -	1 33.3	1 100.0	- -
MEAN	3.60	5.00	3.44	-	-	4.00	2.00	-
STD ERR	.24	-	.28	-	-	1.00	-	-



TABLE B A

RATING OF IMPROVEMENT WITH TRILAB: FORMAT OF LAB REQUEST/RESULTS  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	2 4	- -	2 4	- -	- -	- -	- -	- -
TOTAL ANS	37 100.0	1 100.0	31 100.0	- -	- -	4 100.0	1 100.0	- -
HIGH NET	15 40.5	1 100.0	12 38.7	- -	- -	2 50.0	- -	- -
VERY IMPORTANT	4 10.8	- -	3 9.7	- -	- -	1 25.0	- -	- -
SOMEWHAT IMPORTANT	11 29.7	1 100.0	9 29.0	- -	- -	1 25.0	- -	- -
UNDECIDED/NO OPINION	7 18.9	- -	7 22.6	- -	- -	- -	- -	- -
SOMEWHAT UNIMPORTANT	11 29.7	- -	8 25.0	- -	- -	1 25.0	1 100.0	- -
VERY UNIMPORTANT	4 10.8	- -	3 9.7	- -	- -	1 25.0	- -	- -
LOW NET	15 40.5	- -	12 38.7	- -	- -	2 50.0	1 100.0	- -
MEAN	3.00	4.00	3.00	-	-	3.00	2.00	-
STD ERR	.20	-	.21	-	-	.91	-	-

TABLE 6 B

RATING OF IMPROVEMENT WITH TRILAB: EFFICIENCY OF LABORATORY OPERATIONS  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----							UNSP
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	4 *	- -	4 *	- -	- -	- -	- -	- -
TOTAL ANS	35 100.0	1 100.0	29 100.0	- -	- -	4 100.0	1 100.0	- -
HIGH NET	17 48.6	1 100.0	13 44.8	- -	- -	3 75.0	- -	- -
VERY IMPORTANT	5 14.3	- -	4 13.8	- -	- -	1 25.0	- -	- -
SOMEWHAT IMPORTANT	12 34.3	1 100.0	9 31.0	- -	- -	2 50.0	- -	- -
UNDECIDED/NO OPINION	10 28.6	- -	9 31.0	- -	- -	- -	1 100.0	- -
SOMEWHAT UNIMPORTANT	2 5.7	- -	2 6.9	- -	- -	- -	- -	- -
VERY UNIMPORTANT	6 17.1	- -	5 17.2	- -	- -	1 25.0	- -	- -
LOW NET	8 22.9	- -	7 24.1	- -	- -	1 25.0	- -	- -
MEAN	3.23	4.00	3.17	- -	- -	3.50	3.00	- -
STD ERR	.22	-	.24	- -	- -	.87	-	- -

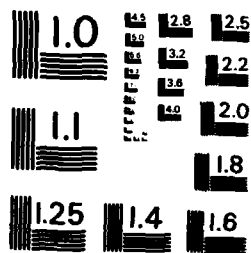
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F/G B/S

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MICROCOPY RESOLUTION TEST CHART  
NATIONAL BUREAU OF STANDARDS - 1963-A

TABLE B C

RATING OF IMPROVEMENT WITH TRILAB: ACCURACY OF RESULTS  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	3	-	3	-	-	-	-
TOTAL ANS	36 100.0	1 100.0	30 100.0	-	-	4 100.0	1 100.0
HIGH NET	14 38.9	-	12 40.0	-	-	2 50.0	-
VERY IMPORTANT	9 25.0	-	7 23.3	-	-	2 50.0	-
SOMEWHAT IMPORTANT	5 13.9	-	5 16.7	-	-	-	-
UNDECIDED/NO OPINION	13 36.1	-	11 36.7	-	-	1 25.0	1 100.0
SOMEWHAT UNIMPORTANT	2 5.6	-	2 6.7	-	-	-	-
VERY UNIMPORTANT	7 19.4	1 100.0	5 16.7	-	-	1 25.0	-
LOW NET	9 25.0	1 100.0	7 23.3	-	-	1 25.0	-
MEAN	3.19	1.00	3.23	-	-	3.50	3.00
STD ERR	.24	-	.25	-	-	.96	-

TABLE B D

RATING OF IMPROVEMENT WITH TRILAB: EASE OF INFORMATION STORAGE AND RETRIEVAL  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	2	-	2	-	-	-	-	-
	2	-	2	-	-	-	-	-
TOTAL ANS	37	1	31	-	-	4	1	-
	100.0	100.0	100.0	-	-	100.0	100.0	-
HIGH NET	31	1	28	-	-	4	1	-
	83.8	100.0	80.6	-	-	100.0	100.0	-
VERY IMPORTANT	17	-	13	-	-	3	1	-
	45.9	-	41.9	-	-	75.0	100.0	-
SOMEWHAT IMPORTANT	14	1	12	-	-	1	-	-
	37.8	100.0	38.7	-	-	25.0	-	-
UNDECIDED/NO OPINION	3	-	3	-	-	-	-	-
	8.1	-	9.7	-	-	-	-	-
SOMEWHAT UNIMPORTANT	2	-	2	-	-	-	-	-
	5.4	-	6.5	-	-	-	-	-
VERY UNIMPORTANT	1	-	1	-	-	-	-	-
	2.7	-	3.2	-	-	-	-	-
LOW NET	3	-	3	-	-	-	-	-
	8.1	-	9.7	-	-	-	-	-
MEAN	4.18	4.00	4.10	-	-	4.75	5.00	-
STD ERR	.18	-	.18	-	-	.25	-	-

TABLE B E

RATING OF IMPROVEMENT WITH TRILAB: NUMBER OF TELEPHONE CALLS  
QUESTIONNAIRE B

	TOTAL	<-----S T A F F   T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	2 8	-	2 8	-	-	-	-	-
TOTAL ANS	37 100.0	1 100.0	31 100.0	-	-	4 100.0	1 100.0	-
HIGH NET	28 70.3	1 100.0	23 74.2	-	-	2 50.0	-	-
VERY IMPORTANT	11 29.7	-	11 35.5	-	-	-	-	-
SOMEWHAT IMPORTANT	15 40.5	1 100.0	12 38.7	-	-	2 50.0	-	-
UNDECIDED/NO OPINION	8 21.6	-	7 22.6	-	-	-	1 100.0	-
SOMEWHAT UNIMPORTANT	2 5.4	-	1 3.2	-	-	1 25.0	-	-
VERY UNIMPORTANT	1 2.7	-	-	-	-	1 25.0	-	-
LOW NET	3 8.1	-	1 3.2	-	-	2 50.0	-	-
MEAN	3.89	4.00	4.06	-	-	2.75	3.00	-
STD ERR	.16	-	.15	-	-	.75	-	-

TABLE 7

WHAT IS YOUR PROFESSIONAL SPECIALTY  
QUESTIONNAIRE B

	-----STAFF TYPE-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0
PATHOLOGIST/PHYSICIAN	1 2.6	1 100.0	-	-	-	-	-
LAB TECHNICIAN	33 84.6	-	33 100.0	-	-	-	-
RECEPTIONIST/CLERK	-	-	-	-	-	-	-
LAB STUDENT	-	-	-	-	-	-	-
LAB OFFICER	4 10.3	-	-	-	-	4 100.0	-
OTHER	1 2.6	-	-	-	-	-	1 100.0



TABLE 7B

HOW LONG HAVE YOU BEEN WORKING AT THIS FACILITY  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	33 100.0	-	-	4 100.0	1 100.0
LESS THAN 6 MONTHS	3 7.7	-	3 9.1	-	-	-	-
6-11 MONTHS	9 23.1	-	8 24.2	-	-	1 25.0	-
1-3 YEARS	12 30.8	1 100.0	9 27.3	-	-	2 50.0	-
3 YEARS OR MORE	15 38.4	-	13 39.4	-	-	1 25.0	1 100.0

TABLE 7C

		ARE YOU IN THE MILITARY QUESTIONNAIRE B						
		<-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	1 100.0	23 100.0	-	-	4 100.0	1 100.0	-
YES	23 59.0	1 100.0	19 87.8	-	-	3 75.0	-	-
NO	16 41.0	-	14 42.4	-	-	1 25.0	1 100.0	-

TABLE 4 E

FREQUENCY OF FOLLOWING WITH TRILAB: TIME SPENT PHONING STAT RESULTS TO UNIT  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	-	-	-	1	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	24 63.2	-	22 66.7	-	-	1 33.3	1 100.0	-
OFTEN	5 13.2	-	5 15.2	-	-	-	-	-
OCCASIONALLY	19 50.0	-	17 51.5	-	-	1 33.3	1 100.0	-
UNDECIDED/NO OPINION	2 5.3	1 100.0	1 3.0	-	-	-	-	-
RARELY	11 28.8	-	9 27.3	-	-	2 66.7	-	-
NEVER	1 2.6	-	1 3.0	-	-	-	-	-
LOW NET	12 31.6	-	10 30.3	-	-	2 66.7	-	-
MEAN	3.42	3.00	3.48	-	-	2.67	4.00	-
STD ERR	.18	-	.20	-	-	.67	-	-

TABLE 4 F

FREQUENCY OF FOLLOWING WITH TRILAB: ERRORS IN TRANSCRIPTION  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 .	-	-	-	-	1 .	-	-
TOTAL ANS	38 100.0	1 100.0	33 100.0	-	-	3 100.0	1 100.0	-
HIGH NET	23 60.5	1 100.0	19 57.6	-	-	2 66.7	1 100.0	-
OFTEN	6 15.8	1 100.0	4 12.1	-	-	1 33.3	-	-
OCCASIONALLY	17 44.7	-	15 45.5	-	-	1 33.3	1 100.0	-
UNDECIDED/NO OPINION	4 10.5	-	4 12.1	-	-	-	-	-
RARELY	9 23.7	-	8 24.2	-	-	1 33.3	-	-
NEVER	2 5.3	-	2 6.1	-	-	-	-	-
LOW NET	11 28.9	-	10 30.3	-	-	1 33.3	-	-
MEAN	3.42	5.00	3.33	-	-	3.67	4.00	-
STD ERR	.19	-	.20	-	-	.88	-	-

APPENDIX A.3 PATIENT QUESTIONNAIRE

TABLE OF CONTENTS

- 1 P. 1 OVERALL SATISFACTION WITH THE CLINICAL LABORATORY SERVICES AT THIS MEDICAL CENTER
- 2 P. 2 SATISFACTION WITH THE AMOUNT OF TIME YOU HAVE TO WAIT AFTER YOU REGISTER WITH THE LAB RECEPTIONIST
- 3 P. 3 SATISFACTION WITH THE AMOUNT OF TIME YOU HAVE TO WAIT TO BE SERVICED BY A LAB TECHNICIAN
- 4 P. 4 HOW OFTEN HAS IT BEEN NECESSARY FOR YOU TO HAVE A TEST REPEATED DUE TO LOST OR BAD RESULTS
- 5 P. 5 HOW OFTEN HAVE YOU BEEN DELAYED AT LAB RECEPTION AREA DUE TO IMPROPER COMPLETION OF YOUR TEST REQUEST FORM
- 6A P. 6 WHAT IS YOUR MILITARY STATUS
- 6B P. 7 PATIENT STATUS

TABLE 1

OVERALL SATISFACTION WITH THE CLINICAL LABORATORY SERVICES AT THIS MEDICAL CENTER

		M I L I T A R Y   S T A T U S							P A T I E N T   S T A T U S		
		TOTAL	OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT
NO ANSWER	2 0	-	-	-	2 0	-	-	-	-	2 0	-
TOTAL ANS	200 100.0	10 100.0	18 100.0	31 100.0	67 100.0	66 100.0	4 100.0	3 100.0	4 100.0	178 100.0	11 100.0
HIGH NET	177 88.5	9 90.0	14 87.5	26 83.9	62 92.5	57 86.4	3 75.0	3 100.0	4 100.0	158 88.8	10 90.9
VERY SATISFIED	134 67.0	8 80.0	11 68.8	18 58.1	52 77.6	42 63.6	1 25.0	1 33.3	3 75.0	119 67.6	8 72.7
SOMEWHAT SATISFIED	43 21.5	1 10.0	3 18.8	8 25.8	10 14.9	15 22.7	2 50.0	2 66.7	1 25.0	37 21.0	2 18.2
UNDECIDED/NO OPINION	12 6.0	1 10.0	2 12.5	3 9.7	2 3.0	3 4.5	1 25.0	-	-	10 5.7	1 9.1
SOMEWHAT UNSATISFIED	7 3.5	-	-	2 6.5	1 1.5	4 6.1	-	-	-	6 3.4	-
VERY UNSATISFIED	4 2.0	-	-	-	2 3.0	2 3.0	-	-	-	4 2.3	-
LOW NET	11 5.5	-	-	2 6.5	3 4.5	6 9.1	-	-	-	10 5.7	-
MEAN	4.48	4.70	4.56	4.35	4.63	4.38	4.00	4.33	4.75	4.48	4.64
STD ERR	.08	.21	.18	.18	.11	.13	.41	.33	.25	.07	.20

TABLE 2

SATISFACTION WITH THE AMOUNT OF TIME YOU HAVE TO WAIT AFTER YOU REGISTER WITH THE LAB RECEPTIONIST

		MILITARY STATUS							PATIENT STATUS		
		OFF-ICER	EN-LISTED	DEPEND-ENT	RETIREE	DEPEND-OF RET	CIV-ILIAN	OTHER	IN-PATIENT	OUT-PATIENT	OTHER
NO ANSWER	5 100.0	-	-	-	2 100.0	2 100.0	-	-	-	4 100.0	-
TOTAL ANS	197 100.0	10 100.0	18 100.0	31 100.0	67 100.0	84 100.0	4 100.0	3 100.0	4 100.0	174 100.0	11 100.0
HIGH NET	162 82.2	9 90.0	13 81.3	27 87.1	59 88.1	48 75.0	3 75.0	1 33.3	4 100.0	144 82.8	8 72.7
VERY SATISFIED	90 45.7	5 50.0	9 56.3	11 35.5	38 56.7	28 40.6	-	1 33.3	2 50.0	78 45.4	5 45.5
SOMEWHAT SATISFIED	72 36.5	4 40.0	4 25.0	18 51.6	21 31.3	22 34.4	3 75.0	-	2 50.0	65 37.4	3 27.3
UNDECIDED/NO OPINION	9 4.6	-	2 12.5	2 6.5	2 3.0	3 4.7	-	-	-	7 4.0	1 9.1
SOMEWHAT UNSATISFIED	21 10.7	-	1 6.3	2 6.5	6 9.0	9 14.1	1 25.0	2 66.7	-	19 10.9	1 9.1
VERY UNSATISFIED	5 2.5	1 10.0	-	-	-	4 6.3	-	-	-	4 2.3	1 9.1
LOW NET	26 13.2	1 10.0	1 6.3	2 6.5	8 9.0	13 20.3	1 25.0	2 66.7	-	23 13.2	2 18.2
MEAN	4.12	4.20	4.31	4.16	4.36	3.88	3.50	3.00	4.50	4.13	3.91
STD ERR	.08	.39	.24	.15	.11	.16	.50	1.00	.29	.08	.41



TABLE 3

SATISFACTION WITH THE AMOUNT OF TIME YOU HAVE TO WAIT TO BE SERVICED BY A LAB TECHNICIAN

	TOTAL	M I L I T A R Y   S T A T U S							P A T I E N T   S T A T U S		
		OFF- ICER	EN- LISTED	DEPEND- ENT RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER		IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	4	-	-	-	2	1	-	-	-	3	-
TOTAL ANS	196	10	18	31	87	85	4	3	4	175	11
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
HIGH NET	185	8	14	28	60	52	2	1	4	149	7
	83.3	80.0	87.5	83.9	88.6	80.0	50.0	33.3	100.0	85.1	63.6
VERY SATISFIED	95	6	10	14	37	28	-	-	3	83	6
	48.0	60.0	82.5	45.2	55.2	43.1	-	-	75.0	47.4	54.5
SOMEWHAT SATISFIED	70	2	4	12	23	24	2	1	1	68	1
	35.4	20.0	25.0	38.7	34.3	36.9	50.0	33.3	25.0	37.7	9.1
UNDECIDED/NO OPINION	9	-	2	4	2	1	-	-	-	6	1
	4.5	-	12.5	12.9	3.0	1.5	-	-	-	3.4	9.1
SOMEWHAT UNSATISFIED	19	1	-	1	5	9	2	1	-	16	2
	9.6	10.0	-	3.2	7.5	13.8	50.0	33.3	-	9.1	18.2
VERY UNSATISFIED	5	1	-	-	-	3	-	1	-	4	1
	2.5	10.0	-	-	-	4.6	-	33.3	-	2.3	9.1
LOW NET	24	2	-	1	5	12	2	2	-	20	3
	12.1	20.0	-	3.2	7.5	18.5	50.0	66.7	-	11.4	27.3
MEAN	4.17	4.10	4.50	4.28	4.37	4.00	3.00	2.33	4.75	4.19	3.82
STD ERR	.08	.48	.18	.15	.11	.15	.58	.88	.25	.08	.46

TABLE 4

HOW OFTEN HAS IT BEEN NECESSARY FOR YOU TO HAVE A TEST REPEATED DUE TO LOST OR BAD RESULTS

	TOTAL	M I L I T A R Y   S T A T U S							P A T I E N T   S T A T U S		
		OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	6 *	- *	1 *	- *	2 *	2 *	- *	- *	- *	5 *	- *
TOTAL ANS	188 100.0	10 100.0	15 100.0	31 100.0	67 100.0	64 100.0	4 100.0	3 100.0	4 100.0	173 100.0	11 100.0
HIGH NET	34 17.3	2 20.0	5 33.3	1 3.2	7 10.4	18 28.1	- -	1 33.3	1 25.0	31 17.9	1 9.1
OFTEN	4 2.0	- -	2 13.3	- -	1 1.5	1 1.6	- -	- -	1 25.0	2 1.2	- -
OCCASIONALLY	30 15.3	2 20.0	3 20.0	1 3.2	6 9.0	17 26.6	- -	1 33.3	- -	29 16.8	1 9.1
DON'T KNOW/NOT APPLICABLE	13 6.8	1 10.0	1 6.7	2 6.5	5 7.5	1 1.6	2 50.0	- -	- -	10 5.8	1 9.1
RARELY	45 23.0	1 10.0	5 33.3	8 19.4	17 25.4	14 21.9	1 25.0	- -	- -	43 24.8	2 18.2
NEVER	104 53.1	6 60.0	4 26.7	22 71.0	38 56.7	31 48.4	1 25.0	2 66.7	3 75.0	89 51.4	7 63.6
LOW NET	149 76.0	7 70.0	9 60.0	28 90.3	55 82.1	45 70.3	2 50.0	2 66.7	3 75.0	132 76.3	9 81.8
MEAN	1.90	1.90	2.60	1.42	1.73	2.11	2.25	2.00	2.00	1.81	1.84
STD ERR	.08	.41	.38	.14	.13	.18	.48	1.00	1.00	.09	.31

TABLE 5

HOW OFTEN HAVE YOU BEEN DELAYED AT LAB RECEPTION AREA DUE TO IMPROPER COMPLETION OF YOUR TEST REQUEST FORM

		M I L I T A R Y   S T A T U S							P A T I E N T   S T A T U S		
		TOTAL	OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT
NO ANSWER	9 0	1 0	- -	- -	2 0	4 0	- -	1 0	- -	7 0	1 0
TOTAL ANS	193 100.0	9 100.0	18 100.0	31 100.0	67 100.0	82 100.0	4 100.0	2 100.0	4 100.0	171 100.0	10 100.0
HIGH NET	20 10.4	- -	3 18.8	- -	8 9.0	9 14.5	1 25.0	1 50.0	1 25.0	18 11.1	- -
OFTEN	8 3.1	- -	2 12.5	- -	2 3.0	2 3.2	- -	- -	1 25.0	5 2.8	- -
OCCASIONALLY	14 7.3	- -	1 8.3	- -	4 6.0	7 11.3	1 25.0	1 50.0	- -	14 8.2	- -
DON'T KNOW/NOT APPLICABLE	14 7.3	1 11.1	4 25.0	1 3.2	4 6.0	3 4.8	1 25.0	- -	- -	11 6.4	2 20.0
RARELY	37 19.2	1 11.1	2 12.5	4 12.9	17 25.4	10 18.1	2 50.0	- -	- -	34 19.9	3 30.0
NEVER	122 83.2	7 77.8	7 43.8	28 83.8	40 59.7	40 84.8	- -	1 50.0	3 75.0	107 62.6	5 50.0
LOW NET	159 82.4	8 88.9	9 58.3	30 96.8	57 85.1	50 80.6	2 50.0	1 50.0	3 75.0	141 82.5	8 80.0
MEAN	1.68	1.33	2.31	1.19	1.67	1.73	2.75	2.50	2.00	1.89	1.70
STD ERR	.08	.24	.38	.09	.13	.15	.48	1.50	1.00	.08	.28

TABLE 6A

	WHAT IS YOUR MILITARY STATUS								PATIENT STATUS		
	M I L I T A R Y   S T A T U S										
	TOTAL	OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	3 *	-	-	-	-	-	-	-	-	1	-
TOTAL ANS	188 100.0	10 100.0	18 100.0	31 100.0	68 100.0	68 100.0	4 100.0	3 100.0	4 100.0	177 100.0	11 100.0
OFFICER	10 5.0	10 100.0	-	-	-	-	-	-	-	9 5.1	1 9.1
ENLISTED	18 8.0	-	18 100.0	-	-	-	-	-	2 50.0	12 6.6	2 18.2
DEPENDENT OF ACTIVE DUTY	31 15.6	-	-	31 100.0	-	-	-	-	1 25.0	27 15.3	2 18.2
RETIREE	68 34.7	-	-	-	68 100.0	-	-	-	-	64 36.1	2 18.2
DEPENDENT OF RETIREE	68 33.2	-	-	-	-	68 100.0	-	-	1 25.0	60 33.9	2 18.1
CIVILIAN	4 2.0	-	-	-	-	-	4 100.0	-	-	3 1.7	1 9.1
OTHER	3 1.5	-	-	-	-	-	-	3 100.0	-	2 1.1	1 9.1

TABLE 6B

	PATIENT STATUS									PATIENT STATUS		
	M I L I T A R Y   S T A T U S											
	TOTAL	OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER		IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	9 0	-	-	1 0	3 0	3 0	-	-	-	-	-	-
TOTAL ANS	193 100.0	10 100.0	18 100.0	30 100.0	88 100.0	83 100.0	4 100.0	3 100.0		4 100.0	178 100.0	11 100.0
INPATIENT	4 2.1	-	2 12.5	1 3.3	-	1 1.6	-	-		4 100.0	-	-
OUTPATIENT	178 92.2	9 90.0	12 75.0	27 90.0	84 97.0	80 95.2	3 75.0	2 66.7		-	178 100.0	-
OTHER	11 5.7	1 10.0	2 12.5	2 6.7	2 2.0	2 3.2	1 25.0	1 33.3		-	-	11 100.0

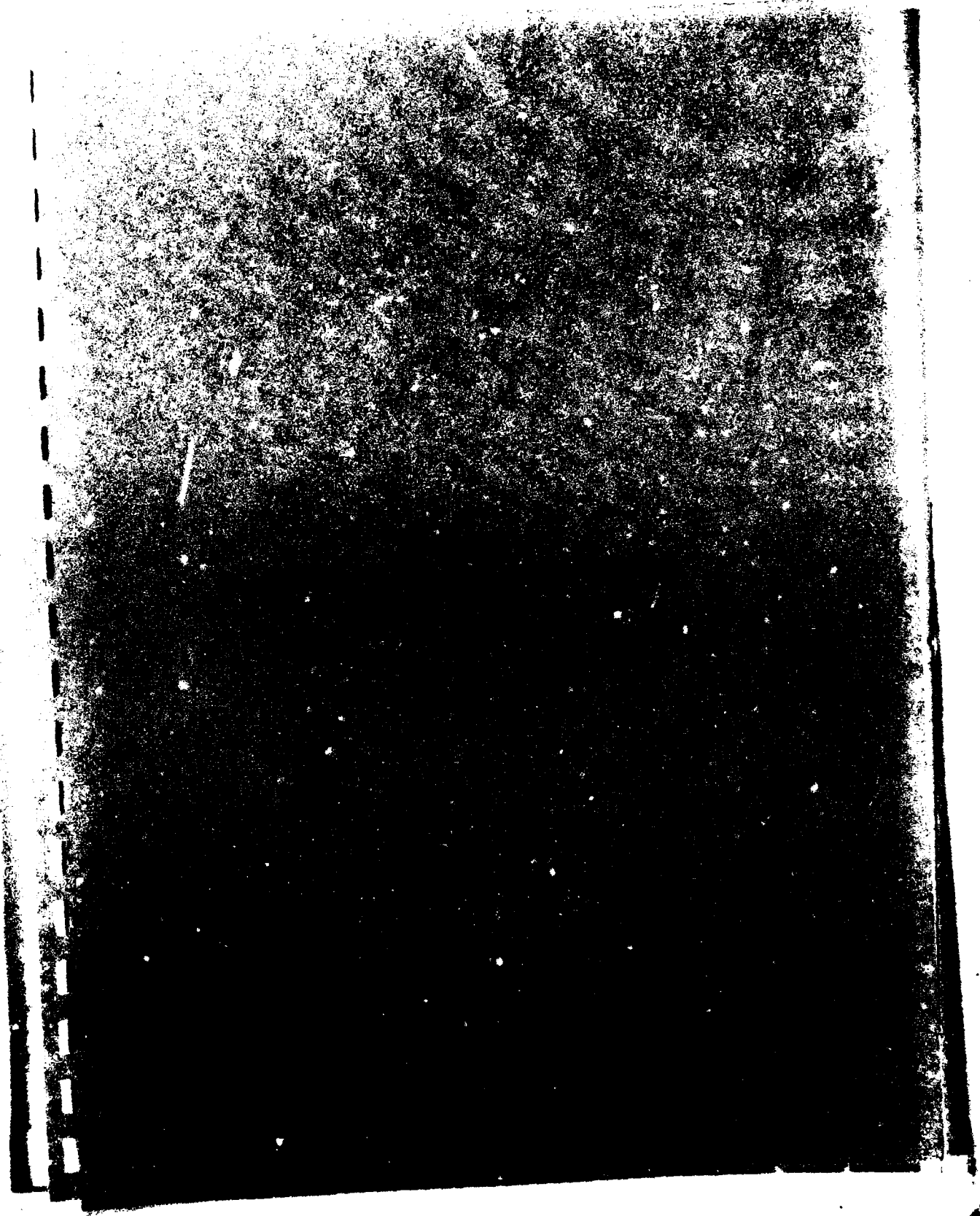




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TABLE 1 A

SATISFACTION WITH TRILAB ON: AVAILABILITY OF SYSTEM  
QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 *	1 *	1 *	- *	- *	1 *	- *	3 *
TOTAL ANS	77 100.0	31 100.0	13 100.0	11 100.0	8 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	89 89.8	28 83.9	11 84.6	10 90.9	5 83.3	30 96.8	11 91.7	2 66.7
VERY SATISFIED	47 61.0	18 58.1	7 53.8	7 63.6	4 66.7	19 61.3	8 66.7	2 66.7
SOMEWHAT SATISFIED	22 28.6	8 25.8	4 30.8	3 27.3	1 16.7	11 35.5	3 25.0	-
UNDECIDED/ NO OPINION	3 3.9	1 3.2	1 7.7	-	-	1 3.2	-	1 33.3
SOMEWHAT UNSATISFIED	3 3.9	3 9.7	1 7.7	1 9.1	1 16.7	-	-	-
VERY UNSATISFIED	2 2.6	1 3.2	-	-	-	-	1 8.3	-
LOW NET	5 6.5	4 12.9	1 7.7	1 9.1	1 16.7	-	1 8.3	-
MEAN	4.42	4.26	4.31	4.45	4.33	4.58	4.42	4.33
STD ERR	.11	.20	.26	.28	.49	.10	.34	.67

TABLE 1 B

SATISFACTION WITH TRILAB ON: RELIABILITY OF SYSTEM  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 5	1 1	1 1	- -	- -	1 1	- -	3 3
TOTAL ANS	77 100.0	31 100.0	13 100.0	11 100.0	6 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	67 87.0	26 83.9	11 84.6	9 81.8	6 100.0	30 96.8	8 75.0	2 66.7
VERY SATISFIED	30 39.0	8 25.8	3 23.1	2 18.2	3 50.0	15 48.4	5 41.7	2 66.7
SOMEWHAT SATISFIED	37 48.1	18 58.1	8 61.5	7 63.6	3 50.0	15 48.4	4 33.3	- -
UNDECIDED/ NO OPINION	7 9.1	4 12.9	2 15.4	1 9.1	- -	- -	2 16.7	1 33.3
SOMEWHAT UNSATISFIED	2 2.6	1 3.2	- -	1 9.1	- -	1 3.2	- -	- -
VERY UNSATISFIED	1 1.3	- -	- -	- -	- -	- -	1 8.3	- -
LOW NET	3 3.9	1 3.2	- -	1 9.1	- -	1 3.2	1 8.3	- -
MEAN	4.21	4.06	4.08	3.91	4.50	4.42	4.00	4.33
STD ERR	.08	.13	.18	.25	.22	.12	.35	.67

TABLE 1 C

SATISFACTION WITH TRILAB ON: ACCURACY OF SYSTEM  
QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 *	1 *	1 *	-	-	1 *	-	3 *
TOTAL ANS	77 100.0	31 100.0	13 100.0	11 100.0	8 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	68 85.7	25 80.6	11 84.6	8 72.7	8 100.0	30 96.8	9 75.0	2 66.7
VERY SATISFIED	38 48.8	12 38.7	4 30.8	4 36.4	4 50.0	15 48.4	7 58.3	2 66.7
SOMEWHAT SATISFIED	30 39.0	13 41.9	7 53.8	4 36.4	2 25.0	16 48.4	2 16.7	-
UNDECIDED/ NO OPINION	9 11.7	5 16.1	2 15.4	2 18.2	-	1 3.2	2 16.7	1 33.3
SOMEWHAT UNSATISFIED	1 1.3	1 3.2	-	1 9.1	-	-	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	2 2.6	1 3.2	-	1 9.1	-	-	1 8.3	-
MEAN	4.29	4.16	4.15	4.00	4.67	4.45	4.17	4.33
STD ERR	.09	.15	.19	.30	.21	.10	.37	.87

TABLE 1 D

SATISFACTION WITH TRILAB ON: CLARITY OF PRINTOUT  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 *	2 *	1 *	-	1 *	1 *	-	3 *
TOTAL ANS	78 100.0	30 100.0	13 100.0	11 100.0	5 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	74 97.4	29 96.7	13 100.0	10 90.9	5 100.0	31 100.0	11 91.7	3 100.0
VERY SATISFIED	55 72.4	21 70.0	10 76.9	6 54.5	5 100.0	24 77.4	8 66.7	2 66.7
SOMEWHAT SATISFIED	19 25.0	8 26.7	3 23.1	4 36.4	-	7 22.6	3 25.0	1 33.3
UNDECIDED/ NO OPINION	1 1.3	1 3.3	-	1 9.1	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	1 1.3	-	-	-	-	-	1 8.3	-
MEAN	4.67	4.67	4.77	4.45	5.00	4.77	4.42	4.67
STD ERR	.07	.10	.12	.21	-	.08	.34	.33

TABLE 1 E

SATISFACTION WITH TRILAB ON: COMPLETENESS OF RESULTS PROVIDED BY LAB REPORTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 *	2 *	1 *	-	1 *	1 *	-	3 *
TOTAL ANS	78 100.0	30 100.0	13 100.0	11 100.0	5 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	72 94.7	29 96.7	13 100.0	10 90.9	5 100.0	30 96.8	10 83.3	3 100.0
VERY SATISFIED	45 59.2	15 50.0	8 61.5	3 27.3	4 80.0	20 64.5	8 66.7	2 66.7
SOMEWHAT SATISFIED	27 35.5	14 46.7	5 38.5	7 63.6	1 20.0	10 32.3	2 16.7	1 33.3
UNDECIDED/ NO OPINION	3 3.9	1 3.3	-	1 9.1	-	1 3.2	1 8.3	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	1 1.3	-	-	-	-	-	1 8.3	-
MEAN	4.51	4.47	4.52	4.18	4.80	4.51	4.33	4.67
STD ERR	.08	.10	.14	.18	.20	.10	.36	.33

TABLE 1 F

SATISFACTION WITH TRILAB ON: INDICATION OF ABNORMAL VALUES ON LAB REPORTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 *	2 *	1 *	-	1 *	1 *	-	3 *
TOTAL ANS	78 100.0	30 100.0	13 100.0	11 100.0	5 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	70 92.1	28 93.3	13 100.0	9 81.8	5 100.0	30 96.8	10 83.3	2 66.7
VERY SATISFIED	58 73.7	23 76.7	10 76.9	8 72.7	5 100.0	23 74.2	8 66.7	2 66.7
SOMEWHAT SATISFIED	14 18.4	5 16.7	3 23.1	1 9.1	-	7 22.6	2 16.7	-
UNDECIDED/ NO OPINION	3 3.8	1 3.3	-	1 9.1	-	-	1 8.3	1 33.3
SOMEWHAT UNSATISFIED	2 2.6	1 3.3	-	1 9.1	-	1 3.2	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	3 3.8	1 3.3	-	1 9.1	-	1 3.2	1 8.3	-
MEAN	4.61	4.67	4.77	4.45	5.00	4.68	4.33	4.33
STD ERR	.09	.13	.12	.31	-	.12	.36	.67



TABLE 1 G

SATISFACTION WITH TRILAB ON: CONCISENESS OF RESULTS PROVIDED BY LAB REPORTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	6 .	2 .	1 .	- .	1 .	1 .	- .	3 .
TOTAL ANS	76 100.0	30 100.0	13 100.0	11 100.0	5 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	66 88.8	24 80.0	12 92.3	7 63.6	5 100.0	31 100.0	9 75.0	2 66.7
VERY SATISFIED	43 56.8	17 56.7	7 53.8	6 54.5	4 80.0	18 58.1	8 50.0	2 66.7
SOMEWHAT SATISFIED	23 30.3	7 23.3	5 38.5	1 9.1	1 20.0	13 41.9	3 25.0	-
UNDECIDED/ NO OPINION	6 7.9	4 13.3	-	3 27.3	-	-	1 8.3	1 33.3
SOMEWHAT UNSATISFIED	3 3.9	2 6.7	1 7.7	1 9.1	-	-	1 8.3	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	4 5.3	2 6.7	1 7.7	1 9.1	-	-	2 16.7	-
MEAN	4.37	4.30	4.38	4.09	4.80	4.58	4.00	4.33
STD ERR	.10	.17	.24	.34	.20	.08	.39	.67

TABLE 1 H

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING STAT INPATIENT LAB TESTS AND OBTAINING RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 *	-	-	-	-	2 *	-	3 *
TOTAL ANS	77 100.0	32 100.0	14 100.0	11 100.0	6 100.0	30 100.0	12 100.0	3 100.0
HIGH NET	38 49.4	14 43.8	5 35.7	6 54.5	3 50.0	15 50.0	7 58.3	2 66.7
VERY SATISFIED	13 16.9	5 15.6	2 14.3	1 9.1	2 33.3	4 13.3	4 33.3	-
SOMEWHAT SATISFIED	25 32.5	9 28.1	3 21.4	5 45.5	1 16.7	11 36.7	3 25.0	2 66.7
UNDECIDED/ NO OPINION	14 18.2	8 25.0	4 28.6	3 27.3	1 16.7	4 13.3	2 16.7	-
SOMEWHAT UNSATISFIED	21 27.3	8 25.0	5 35.7	1 9.1	1 16.7	9 30.0	3 25.0	1 33.3
VERY UNSATISFIED	4 5.2	2 6.3	-	1 9.1	1 16.7	2 6.7	-	-
LOW NET	25 32.5	10 31.3	5 35.7	2 18.2	2 33.3	11 36.7	3 25.0	1 33.3
MEAN	3.28	3.22	3.14	3.36	3.33	3.20	3.67	3.33
STD ERR	.14	.21	.29	.34	.67	.22	.36	.67

TABLE 1 I

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING ROUTINE LAB TESTS AND OBTAINING INITIAL RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	4 5	-	-	-	-	1 5	-	3 5
TOTAL ANS	78 100.0	32 100.0	14 100.0	11 100.0	6 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	45 57.7	19 59.4	7 50.0	8 72.7	4 66.7	17 54.8	7 58.3	2 66.7
VERY SATISFIED	19 24.4	9 28.1	3 21.4	2 18.2	4 66.7	4 12.9	6 50.0	-
SOMEWHAT SATISFIED	28 33.3	10 31.3	4 28.6	6 54.5	-	13 41.9	1 8.3	2 66.7
UNDECIDED/ NO OPINION	16 20.5	7 21.9	3 21.4	3 27.3	1 16.7	6 19.4	2 16.7	1 33.3
SOMEWHAT UNSATISFIED	15 19.2	5 15.6	4 28.6	-	1 16.7	8 25.8	2 16.7	-
VERY UNSATISFIED	2 2.6	1 3.1	-	-	-	-	1 8.3	-
LOW NET	17 21.8	6 18.8	4 28.6	-	1 16.7	8 25.8	3 25.0	-
MEAN	3.58	3.66	3.43	3.91	4.17	3.42	3.75	3.67
STD ERR	.13	.20	.31	.21	.54	.18	.43	.33

TABLE 1 J

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING STAT/E.R. LAB TESTS AND OBTAINING RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	6 8	- -	- -	- -	- -	3 8	- -	3 8
TOTAL ANS	76 100.0	32 100.0	14 100.0	11 100.0	6 100.0	29 100.0	12 100.0	3 100.0
HIGH NET	27 35.5	18 50.0	7 50.0	5 45.5	4 66.7	5 17.2	6 50.0	- -
VERY SATISFIED	13 17.1	7 21.9	2 14.3	2 18.2	3 50.0	3 10.3	3 25.0	- -
SOMEWHAT SATISFIED	14 18.4	9 28.1	5 35.7	3 27.3	1 16.7	2 6.9	3 25.0	- -
UNDECIDED/ NO OPINION	33 43.4	8 25.0	3 21.4	4 36.4	1 16.7	17 58.6	5 41.7	3 100.0
SOMEWHAT UNSATISFIED	14 18.4	7 21.9	4 28.6	2 18.2	1 16.7	6 20.7	1 8.3	- -
VERY UNSATISFIED	2 2.6	1 3.1	- -	- -	- -	1 3.4	- -	- -
LOW NET	16 21.1	8 25.0	4 28.6	2 18.2	1 16.7	7 24.1	1 8.3	- -
MEAN	3.29	3.44	3.36	3.45	4.00	3.00	3.67	3.00
STD ERR	.12	.21	.28	.31	.52	.17	.28	

TABLE 1 K

SATISFACTION WITH TRILAB ON: LENGTH OF TIME BETWEEN ORDERING ROUTINE OUTPATIENT TESTS AND OBTAINING RESULTS  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 *	2 *	1 *	-	-	3 *	-	3 *
TOTAL ANS	74 100.0	30 100.0	13 100.0	11 100.0	6 100.0	29 100.0	12 100.0	3 100.0
HIGH NET	35 47.3	21 70.0	7 53.8	9 81.8	5 83.3	7 24.1	6 50.0	1 33.3
VERY SATISFIED	13 17.6	7 23.3	2 15.4	2 18.2	3 50.0	1 3.4	5 41.7	-
SOMEWHAT SATISFIED	22 29.7	14 46.7	5 38.5	7 63.6	2 33.3	6 20.7	1 8.3	1 33.3
UNDECIDED/ NO OPINION	27 36.5	5 16.7	3 23.1	2 18.2	-	18 55.2	4 33.3	2 66.7
SOMEWHAT UNSATISFIED	10 13.5	3 10.0	3 23.1	-	-	6 20.7	1 8.3	-
VERY UNSATISFIED	2 2.7	1 3.3	-	-	1 16.7	-	1 8.3	-
LOW NET	12 16.2	4 13.3	3 23.1	-	1 16.7	6 20.7	2 16.7	-
MEAN	3.46	3.77	3.46	4.00	4.00	3.07	3.67	3.33
STD ERR	.12	.18	.29	.19	.63	.14	.40	.33

TABLE 1 L

SATISFACTION WITH TRILAB ON: FLEXIBILITY OF LAB IN HANDLING SPECIAL CASES  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	4 *	-	-	-	-	1 *	-	3 *
TOTAL ANS	78 100.0	32 100.0	14 100.0	11 100.0	6 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	38 48.2	17 53.1	7 50.0	5 45.5	5 83.3	12 38.7	6 50.0	1 33.3
VERY SATISFIED	18 20.5	7 21.9	2 14.3	2 18.2	3 50.0	3 9.7	6 50.0	-
SOMEWHAT SATISFIED	20 25.6	10 31.3	5 35.7	3 27.3	2 33.3	9 29.0	-	1 33.3
UNDECIDED/ NO OPINION	22 28.2	6 18.8	4 28.6	2 18.2	-	12 38.7	2 16.7	2 66.7
SOMEWHAT UNSATISFIED	14 17.9	5 15.6	2 14.3	3 27.3	-	6 19.4	3 25.0	-
VERY UNSATISFIED	6 7.7	4 12.5	1 7.1	1 9.1	1 16.7	1 3.2	1 8.3	-
LOW NET	20 25.6	9 28.1	3 21.4	4 36.4	1 16.7	7 22.6	4 33.3	-
MEAN	3.33	3.34	3.38	3.18	4.00	3.23	3.58	3.33
STD ERR	.14	.24	.31	.40	.63	.18	.45	.33

TABLE 1 M

SATISFACTION WITH TRILAB ON: TRAINING IN ORDERING AND RETRIEVING LABORATORY INFORMATION  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	4 4	-	-	-	-	1 1	-	3 3
TOTAL ANS	78 100.0	32 100.0	14 100.0	11 100.0	8 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	40 51.3	17 53.1	7 50.0	5 45.5	5 63.3	16 51.6	8 66.7	1 33.3
VERY SATISFIED	14 17.9	7 21.9	2 14.3	2 18.2	3 50.0	3 9.7	4 33.3	-
SOMEWHAT SATISFIED	26 33.3	10 31.3	5 35.7	3 27.3	2 33.3	13 41.9	2 16.7	1 33.3
UNDECIDED/ NO OPINION	21 26.9	8 25.0	5 35.7	2 18.2	1 12.5	7 22.6	5 41.7	1 33.3
SOMEWHAT UNSATISFIED	13 16.7	5 15.6	1 7.1	4 36.4	-	7 22.6	-	1 33.3
VERY UNSATISFIED	4 5.1	2 6.3	1 7.1	-	-	1 3.2	1 8.3	-
LOW NET	17 21.8	7 21.9	2 14.3	4 36.4	-	8 25.8	1 8.3	1 33.3
MEAN	3.42	3.47	3.43	3.27	4.33	3.32	3.67	3.00
STD ERR	.13	.21	.29	.36	.33	.19	.36	.58

TABLE 1 N

SATISFACTION WITH TRILAB ON: ACCURACY OF RESULTS WITH TRILAB  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 *	1 *	- *	1 *	- *	1 *	- *	3 *
TOTAL ANS	77 100.0	31 100.0	14 100.0	10 100.0	6 100.0	31 100.0	12 100.0	3 100.0
HIGH NET	81 79.2	23 74.2	10 71.4	7 70.0	6 100.0	26 83.9	9 75.0	3 100.0
VERY SATISFIED	33 42.9	12 38.7	4 28.6	4 40.0	4 66.7	14 45.2	7 58.3	-
SOMEWHAT SATISFIED	28 36.4	11 35.5	6 42.9	3 30.0	2 33.3	12 38.7	2 16.7	3 100.0
UNDECIDED/ NO OPINION	12 15.6	6 19.4	4 28.6	2 20.0	-	4 12.9	2 16.7	-
SOMEWHAT UNSATISFIED	3 3.9	2 6.5	-	1 10.0	-	1 3.2	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	4 5.2	2 6.5	-	1 10.0	-	1 3.2	1 8.3	-
MEAN	4.18	4.06	4.00	4.00	4.67	4.26	4.17	4.00
STD ERR	.10	.17	.21	.33	.21	.15	.37	



TABLE 1 0

SATISFACTION WITH TRILAB ON: ACCESS TO LABORATORY RESULTS WITH TRILAB  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 7	-	-	-	-	1 1	-	4 4
TOTAL ANS	77 100.0	32 100.0	14 100.0	11 100.0	6 100.0	31 100.0	12 100.0	2 100.0
HIGH NET	71 92.2	28 87.5	11 78.6	11 100.0	6 100.0	30 96.8	11 91.7	2 100.0
VERY SATISFIED	43 55.8	18 56.3	9 64.3	5 45.5	4 66.7	15 48.4	8 66.7	2 100.0
SOMEWHAT SATISFIED	28 36.4	10 31.3	2 14.3	6 54.5	2 33.3	15 48.4	3 25.0	-
UNDECIDED/ NO OPINION	3 3.9	3 9.4	2 14.3	-	-	-	-	-
SOMEWHAT UNSATISFIED	2 2.6	1 3.1	1 7.1	-	-	1 3.2	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	3 3.9	1 3.1	1 7.1	-	-	1 3.2	1 8.3	-
MEAN	4.43	4.41	4.38	4.45	4.67	4.42	4.42	5.00
STD ERR	.09	.14	.27	.18	.21	.12	.34	-

TABLE 1 P

SATISFACTION WITH TRIL/J ON: ACCESS TO PAPER COPY FOR STAT RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 *	-	-	-	-	1 *	-	4 *
TOTAL ANS	77 100.0	32 100.0	14 100.0	11 100.0	6 100.0	31 100.0	12 100.0	2 100.0
HIGH NET	35 45.5	19 59.4	7 50.0	9 81.8	3 50.0	6 19.4	10 83.3	-
VERY SATISFIED	19 24.7	8 25.0	3 21.4	3 27.3	2 33.3	3 9.7	8 66.7	-
SOMEWHAT SATISFIED	16 20.8	11 34.4	4 28.6	6 54.5	1 16.7	3 9.7	2 16.7	-
UNDECIDED/ NO OPINION	21 27.3	8 25.0	6 42.9	1 9.1	1 16.7	13 41.9	-	-
SOMEWHAT UNSATISFIED	14 18.2	3 9.4	1 7.1	1 9.1	1 16.7	9 29.0	1 8.3	1 50.0
VERY UNSATISFIED	7 9.1	2 6.3	-	-	1 16.7	3 9.7	1 8.3	1 50.0
LOW NET	21 27.3	5 15.6	1 7.1	1 9.1	2 33.3	12 38.7	2 16.7	2 100.0
MEAN	3.34	3.63	3.64	4.00	3.33	2.81	4.25	1.50
STD ERR	.15	.20	.25	.27	.67	.19	.39	.50

TABLE 1 Q

SATISFACTION WITH TRILAB ON: RETRIEVAL OF PREVIOUS LAB DATA  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 4	-	-	-	-	3 4	-	4 4
TOTAL ANS	75 100.0	32 100.0	14 100.0	11 100.0	8 100.0	29 100.0	12 100.0	2 100.0
HIGH NET	69 92.0	28 87.5	12 85.7	11 100.0	5 83.3	29 100.0	10 83.3	2 100.0
VERY SATISFIED	39 52.0	18 50.0	7 50.0	5 45.5	4 88.7	18 55.2	8 50.0	1 50.0
SOMEWHAT SATISFIED	30 40.0	12 37.5	5 35.7	6 54.5	1 18.7	13 44.8	4 33.3	1 50.0
UNDECIDED/ NO OPINION	4 5.3	3 9.4	2 14.3	-	1 18.7	-	1 8.3	-
SOMEWHAT UNSATISFIED	1 1.3	1 3.1	-	-	-	-	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	2 2.7	1 3.1	-	-	-	-	1 8.3	-
MEAN	4.40	4.34	4.38	4.45	4.50	4.55	4.17	4.50
STD ERR	.09	.14	.20	.18	.34	.09	.34	.50

TABLE 1 R

SATISFACTION WITH TRILAB ON: ABILITY TO OBTAIN CUMULATIVE RESULTS FOR INDIVIDUAL PATIENTS  
QUESTIONNAIRE A

	STAFF TYPE							
	P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP	
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	6 *	1 *	1 *	-	-	1 *	-	4 *
TOTAL ANS	78 100.0	31 100.0	13 100.0	11 100.0	6 100.0	31 100.0	12 100.0	2 100.0
HIGH NET	60 78.9	25 80.6	10 76.9	9 81.8	6 100.0	25 80.6	8 66.7	2 100.0
VERY SATISFIED	35 48.1	12 38.7	6 46.2	3 27.3	3 50.0	15 48.4	7 58.3	1 50.0
SOMEWHAT SATISFIED	25 32.9	13 41.9	4 30.8	6 54.5	3 50.0	10 32.3	1 8.3	1 50.0
UNDECIDED/ NO OPINION	10 13.2	3 9.7	3 23.1	-	-	4 12.9	3 25.0	-
SOMEWHAT UNSATISFIED	6 8.6	3 9.7	-	2 18.2	-	2 6.5	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	6 7.9	3 9.7	-	2 18.2	-	2 6.5	1 8.3	-
MEAN	4.16	4.10	4.23	3.91	4.50	4.23	4.08	4.50
STD ERR	.11	.17	.23	.31	.22	.17	.38	.50

TABLE 1 S

SATISFACTION WITH TRILAB ON: CAPABILITY OF SEARCHING ENTIRE PATIENT DATA BASE FOR ANALYSIS OR RESEARCH  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	6 *	1 *	1 *	- -	- -	1 *	- -	4 *
TOTAL ANS	76 100.0	31 100.0	13 100.0	11 100.0	6 100.0	31 100.0	12 100.0	2 100.0
HIGH NET	50 65.8	19 61.3	7 53.8	7 63.6	4 66.7	22 71.0	7 58.3	2 100.0
VERY SATISFIED	28 36.8	7 22.6	4 30.8	1 9.1	2 33.3	13 41.9	6 50.0	2 100.0
SOMEWHAT SATISFIED	22 28.9	12 38.7	3 23.1	6 54.5	2 33.3	9 29.0	1 8.3	-
UNDECIDED/ NO OPINION	18 23.7	8 25.8	6 46.2	1 9.1	1 16.7	7 22.6	3 25.0	-
SOMEWHAT UNSATISFIED	6 7.9	3 9.7	-	2 18.2	1 16.7	2 6.5	1 8.3	-
VERY UNSATISFIED	2 2.6	1 3.2	-	1 9.1	-	-	1 8.3	-
LOW NET	8 10.5	4 12.9	-	3 27.3	1 16.7	2 6.5	2 16.7	-
MEAN	3.89	3.88	3.85	3.36	3.83	4.06	3.83	5.00
STD ERR	.12	.19	.25	.36	.48	.17	.41	

TABLE 1 T

SATISFACTION WITH TRILAB ON: EASE AND TIMELINESS OF RESULTS OF LABORATORY TESTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 *	1 *	-	1 *	-	1 *	-	4 *
TOTAL ANS	76 100.0	31 100.0	14 100.0	10 100.0	6 100.0	31 100.0	12 100.0	2 100.0
HIGH NET	58 76.3	23 74.2	10 71.4	8 80.0	5 83.3	25 80.6	8 66.7	2 100.0
VERY SATISFIED	28 34.2	8 25.8	3 21.4	3 30.0	2 33.3	11 35.5	8 66.7	1 50.0
SOMEWHAT SATISFIED	32 42.1	15 48.4	7 50.0	5 50.0	3 50.0	14 45.2	2 16.7	1 50.0
UNDECIDED/ NO OPINION	10 13.2	4 12.9	3 21.4	1 10.0	-	4 12.9	2 16.7	-
SOMEWHAT UNSATISFIED	7 9.2	4 12.9	1 7.1	1 10.0	1 16.7	2 6.5	1 8.3	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	8 10.5	4 12.9	1 7.1	1 10.0	1 16.7	2 6.5	2 16.7	-
MEAN	3.99	3.87	3.86	4.00	4.00	4.10	3.92	4.50
STD ERR	.11	.17	.23	.30	.45	.16	.40	.50

TABLE 2

OVERALL, HOW SATISFIED WITH THE CLINICAL LABORATORY SERVICES PROVIDED AT THIS MEDICAL CENTER  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	5 *	-	-	-	-	1 *	-	4 *
TOTAL ANS	77 100.0	32 100.0	14 100.0	11 100.0	8 100.0	31 100.0	12 100.0	2 100.0
HIGH NET	88 72.7	25 78.1	12 85.7	8 72.7	5 83.3	21 67.7	9 75.0	1 50.0
VERY SATISFIED	23 29.9	12 37.5	5 35.7	3 27.3	4 66.7	6 19.4	5 41.7	-
SOMEWHAT SATISFIED	33 42.9	13 40.6	7 50.0	5 45.5	1 16.7	15 48.4	4 33.3	1 50.0
UNDECIDED/ NO OPINION	1 1.3	-	-	-	-	1 3.2	-	-
SOMEWHAT UNSATISFIED	14 18.2	8 25.0	2 14.3	3 27.3	1 16.7	8 25.8	-	-
VERY UNSATISFIED	6 7.8	1 3.1	-	-	-	1 3.2	3 25.0	1 50.0
LOW NET	20 26.0	7 21.9	2 14.3	3 27.3	1 16.7	9 29.0	3 25.0	1 50.0
MEAN	3.89	3.91	4.07	3.73	4.33	3.55	3.67	2.50
STD ERR	.15	.21	.27	.38	.49	.21	.48	1.50

TABLE 3

OVERALL, HOW SATISFIED WITH THE TRILAB SYSTEM  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	4 100.0	-	-	-	-	-	-	4 100.0
TOTAL ANS	78 100.0	32 100.0	14 100.0	11 100.0	8 100.0	32 100.0	12 100.0	2 100.0
HIGH NET	70 89.7	28 87.5	13 92.9	9 81.8	8 100.0	31 96.9	10 83.3	1 50.0
VERY SATISFIED	33 42.3	15 46.9	7 50.0	4 36.4	4 50.0	11 34.4	7 58.3	-
SOMEWHAT SATISFIED	37 47.4	13 40.6	6 42.9	5 45.5	2 33.3	20 62.5	3 25.0	1 50.0
UNDECIDED/ NO OPINION	5 6.4	2 6.3	1 7.1	1 9.1	-	1 3.1	1 8.3	1 50.0
SOMEWHAT UNSATISFIED	2 2.6	2 6.3	-	1 9.1	-	-	-	-
VERY UNSATISFIED	1 1.3	-	-	-	-	-	1 8.3	-
LOW NET	3 3.8	2 6.3	-	1 9.1	-	-	1 8.3	-
MEAN	4.27	4.28	4.43	4.09	4.67	4.31	4.25	3.50
STD ERR	.09	.15	.17	.28	.21	.09	.35	.50



TABLE 4A

ACCEPTABLE TURNAROUND TIME FOR: STAT INPATIENT TESTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	23 *	8 *	3 *	2 *	1 *	5 *	7 *	5 *
TOTAL ANS	59 100.0	28 100.0	11 100.0	8 100.0	8 100.0	27 100.0	8 100.0	1 100.0
0-30 MINUTES	28 44.0	9 34.8	4 38.4	2 22.2	3 60.0	17 63.0	-	-
31-60 MINUTES	25 42.4	13 50.0	5 45.4	7 77.8	1 20.0	8 33.3	2 40.0	1 100.0
61-90 MINUTES	5 8.5	2 7.7	-	-	1 20.0	1 3.7	2 40.0	-
91-120 MINUTES	1 1.7	-	-	-	-	-	1 20.0	-
MORE THAN 120 MINUTES	2 3.4	2 7.7	2 18.2	-	-	-	-	-
MEAN	38.83	44.35	50.91	39.11	33.20	27.56	59.60	48.00
STD ERR	3.65	6.34	13.28	4.58	12.05	3.37	11.17	-

TABLE 4B

ACCEPTABLE TURNAROUND TIME FOR: ROUTINE INPATIENT TESTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	24 *	7 *	3 *	2 *	2 *	6 *	6 *	5 *
TOTAL ANS	58 100.0	25 100.0	11 100.0	9 100.0	4 100.0	26 100.0	6 100.0	1 100.0
0-12 HOURS	31 53.4	14 56.0	4 36.4	6 66.7	3 75.0	15 57.7	1 16.7	1 100.0
12+ TO 24 HOURS	23 39.7	9 36.0	6 54.5	2 22.2	1 25.0	11 42.3	3 50.0	-
24+ TO 48 HOURS	4 6.9	2 8.0	1 9.1	1 11.1	-	-	2 33.3	-
MORE THAN 48 HOURS	-	-	-	-	-	-	-	-
MEAN	12.83	12.72	15.27	12.00	9.00	11.08	22.00	8.00
STD ERR	1.13	1.81	2.73	3.46	3.00	1.18	4.82	-

TABLE 4C

ACCEPTABLE TURNAROUND TIME FOR: STAT EMERGENCY ROOM TESTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	29 *	5 *	2 *	2 *	1 *	11 *	8 *	5 *
TOTAL ANS	53 100.0	27 100.0	12 100.0	9 100.0	5 100.0	21 100.0	4 100.0	1 100.0
0-30 MINUTES	33 62.2	13 48.1	5 41.7	3 33.3	5 100.0	17 81.0	2 50.0	1 100.0
31-60 MINUTES	16 34.0	13 48.2	8 50.0	8 88.7	-	4 19.0	1 25.0	-
61-90 MINUTES	1 1.9	1 3.7	1 8.3	-	-	-	-	-
91-120 MINUTES	1 1.9	-	-	-	-	-	1 25.0	-
MORE THAN 120 MINUTES	-	-	-	-	-	-	-	-
MEAN	28.38	32.15	35.50	35.67	15.00	20.90	45.50	15.00
STD ERR	2.67	3.41	5.72	5.17	-	2.72	21.45	-

TABLE 4D

ACCEPTABLE TURNAROUND TIME FOR: ROUTINE OUTPATIENT TESTS  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	33 *	5 *	2 *	2 *	1 *	14 *	9 *	5 *
TOTAL ANS	49 100.0	27 100.0	12 100.0	9 100.0	5 100.0	18 100.0	3 100.0	1 100.0
0-12 HOURS	7 14.3	4 14.8	1 8.3	1 11.1	1 20.0	3 16.7	-	-
12+ TO 24 HOURS	21 42.8	12 44.5	4 33.3	6 66.7	2 40.0	8 44.4	-	1 100.0
24+ TO 48 HOURS	16 32.7	9 33.3	6 50.1	2 22.2	1 20.0	6 33.3	1 33.3	-
MORE THAN 48 HOURS	5 10.2	2 7.4	1 8.3	-	1 20.0	1 5.6	2 66.7	-
MEAN	27.67	26.22	30.50	20.67	30.00	25.00	60.00	18.00
STD ERR	2.62	3.27	4.87	3.18	11.54	3.80	12.00	-

TABLE 5 A

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: TESTS REPEATED DUE TO DELAY IN FILING OF ORIGINAL RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	8 *	-	-	-	-	-	1	5
TOTAL ANS	76 100.0	32 100.0	14 100.0	11 100.0	6 100.0	32 100.0	11 100.0	1 100.0
OFTEN	2 2.6	-	-	-	-	1 3.1	1 9.1	-
OCCASIONALLY	29 38.3	15 46.8	4 28.6	7 63.6	4 66.6	10 31.3	3 27.3	1 100.0
NO OPINION	15 19.7	5 15.6	3 21.4	1 9.1	1 16.7	6 18.8	4 36.3	-
RARELY	27 35.8	10 31.3	5 35.7	3 27.3	1 16.7	15 46.8	2 18.2	-
NOT APPLICABLE	3 3.9	2 6.3	2 14.3	-	-	-	1 9.1	-

TABLE 5 B

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: TESTS REPEATED DUE TO LOST RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/		
		TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	UNSP
NO ANSWER	7 10.7	-	-	-	-	1 12.9	1 9.1	5 -
TOTAL ANS	75 100.0	32 100.0	14 100.0	11 100.0	6 100.0	31 100.0	11 100.0	1 100.0
OFTEN	8 10.7	3 9.4	2 14.3	1 9.1	-	4 12.9	1 9.1	-
OCCASIONALLY	33 44.0	16 50.0	5 35.7	6 54.5	5 83.3	12 38.7	4 36.3	1 100.0
NO OPINION	8 10.7	4 12.5	3 21.4	1 9.1	-	2 6.5	2 18.2	-
RARELY	25 33.3	9 28.1	4 28.6	3 27.3	1 16.7	13 41.9	3 27.3	-
NOT APPLICABLE	1 1.3	-	-	-	-	-	1 9.1	-

TABLE 5 C

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: TESTS REPEATED DUE TO RESULTS YOU CONSIDER INACCURATE  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 *	1 *	-	1 *	-	-	1 *	5 *
TOTAL ANS	75 100.0	31 100.0	14 100.0	10 100.0	6 100.0	32 100.0	11 100.0	1 100.0
OFTEN	3 4.0	2 6.5	-	2 20.0	-	1 3.1	-	-
OCCASIONALLY	35 46.7	14 45.1	8 57.2	4 40.0	2 33.3	15 50.0	4 36.3	1 100.0
NO OPINION	10 13.3	4 12.9	3 21.4	1 10.0	-	3 9.4	3 27.3	-
RARELY	24 32.0	9 29.0	2 14.3	3 30.0	4 66.7	12 37.5	3 27.3	-
NOT APPLICABLE	3 4.0	2 6.5	1 7.1	-	-	-	1 9.1	-

TABLE 5 D

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: PHONE CALLS TO LAB TO OBTAIN RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 8	1 8	1 8	- 8	- 8	- 8	1 8	5 8
TOTAL ANS	75 100.0	31 100.0	13 100.0	11 100.0	8 100.0	32 100.0	11 100.0	1 100.0
OFTEN	20 28.7	8 25.8	2 15.4	4 38.4	2 33.3	9 28.1	2 18.2	1 100.0
OCCASIONALLY	23 30.7	8 25.8	3 23.1	4 38.3	1 16.7	11 34.4	4 36.4	-
NO OPINION	2 2.7	2 6.5	2 15.4	- 8	- 8	- 8	- 8	-
RARELY	28 37.2	11 35.4	5 38.4	3 27.3	3 50.0	12 37.5	5 45.4	-
NOT APPLICABLE	2 2.7	2 6.5	1 7.7	- 8	- 8	- 8	- 8	-



TABLE 5 E

HOW OFTEN DOES FOLLOWING OCCUR W/TRILAB: UNNECESSARY DUPLICATION OF REPORT DATA  
QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	10 *	1 *	1 *	- -	- -	2 *	2 *	5 *
TOTAL ANS	72 100.0	31 100.0	13 100.0	11 100.0	8 100.0	30 100.0	10 100.0	1 100.0
OFTEN	10 13.9	8 19.4	1 7.7	4 38.4	- -	3 10.0	1 10.0	- -
OCCASIONALLY	15 20.8	7 22.6	3 23.1	4 38.3	- -	5 18.7	2 20.0	1 100.0
NO OPINION	13 18.1	3 9.7	2 15.4	- -	1 18.7	6 20.0	4 40.0	- -
RARELY	33 45.8	15 48.3	7 53.8	3 27.3	5 83.3	16 53.3	2 20.0	- -
NOT APPLICABLE	1 1.4	- -	- -	- -	- -	- -	1 10.0	- -

TABLE 8

DID YOU WORK AT THIS FACILITY BEFORE TRILAB WAS INSTALLED IN FEBRUARY 1982  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN				NURSE/ PA	ADMIN	UNSP	
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	7 *	2 *	- *	1 *	1 *	- *	1 *	4 *
TOTAL ANS	75 100.0	30 100.0	14 100.0	10 100.0	5 100.0	32 100.0	11 100.0	2 100.0
YES	51 68.0	17 56.7	9 64.3	6 60.0	2 40.0	25 78.1	8 72.7	1 50.0
NO	24 32.0	13 43.3	5 35.7	4 40.0	3 60.0	7 21.9	3 27.3	1 50.0

TABLE 8A A

RELATIVE FREQUENCY OF FOLLOWING EVENT: TESTS REPEATED DUE TO DELAY IN FILING OF ORIGINAL RESULTS  
QUESTIONNAIRE A

	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	27 *	12 *	5 *	4 *	3 *	6 *	4 *	5 *
TOTAL ANS	55 100.0	20 100.0	9 100.0	7 100.0	3 100.0	26 100.0	8 100.0	1 100.0
HIGH NET	14 25.5	7 35.0	3 33.3	3 42.9	-	5 19.2	2 25.0	-
MORE FREQUENTLY WITH TRILAB	2 3.8	2 10.0	-	1 14.3	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	12 21.8	5 25.0	3 33.3	2 28.6	-	5 19.2	2 25.0	-
NO OPINION/UNDECIDED	7 12.7	2 10.0	-	1 14.3	1 33.3	3 11.5	2 25.0	-
LESS FREQUENTLY WITH TRILAB	32 58.2	10 50.0	5 55.6	3 42.9	2 66.7	18 69.2	3 37.5	1 100.0
NEVER WITH TRILAB	2 3.8	1 5.0	1 11.1	-	-	-	1 12.5	-
LOW NET	34 61.8	11 55.0	6 66.7	3 42.9	2 66.7	18 69.2	4 50.0	1 100.0

TABLE 6A B

RELATIVE FREQUENCY OF FOLLOWING EVENT: TESTS REPEATED DUE TO LOST RESULTS  
QUESTIONNAIRE A

	STAFF TYPE							
	P H Y S I C I A N				NURSE/			
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	UNSP
NO ANSWER	27 *	12 *	5 *	4 *	2 *	8 *	4 *	5 *
TOTAL ANS	55 100.0	20 100.0	9 100.0	7 100.0	4 100.0	28 100.0	8 100.0	1 100.0
HIGH NET	15 27.3	6 30.0	4 44.4	2 28.6	-	7 25.9	1 12.5	1 100.0
MORE FREQUENTLY WITH TRILAB	2 3.6	-	-	-	-	2 7.7	-	-
SIMILAR FREQUENCY WITH TRILAB	13 23.6	8 30.0	4 44.4	2 28.6	-	5 18.2	1 12.5	1 100.0
NO OPINION/UNDECIDED	3 5.5	2 10.0	-	1 14.3	1 25.0	1 3.8	-	-
LESS FREQUENTLY WITH TRILAB	35 63.6	12 60.0	5 55.6	4 57.1	3 75.0	17 65.4	6 75.0	-
NEVER WITH TRILAB	2 3.6	-	-	-	-	1 3.8	1 12.5	-
LOW NET	37 67.3	12 60.0	5 55.6	4 57.1	3 75.0	18 68.2	7 87.5	-

TABLE 8A C

RELATIVE FREQUENCY OF FOLLOWING EVENT: TESTS REPEATED DUE TO RESULTS YOU CONSIDER INACCURATE  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	28 *	12 *	5 *	4 *	2 *	7 *	4 *	5 *
TOTAL ANS	54 100.0	20 100.0	9 100.0	7 100.0	4 100.0	25 100.0	8 100.0	1 100.0
HIGH NET	21 38.9	10 50.0	5 55.6	5 71.4	-	9 36.0	1 12.5	1 100.0
MORE FREQUENTLY WITH TRILAB	-	-	-	-	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	21 38.9	10 50.0	5 55.6	5 71.4	-	9 36.0	1 12.5	1 100.0
NO OPINION/UNDECIDED	7 13.0	4 20.0	1 11.1	1 14.3	2 50.0	2 8.0	1 12.5	-
LESS FREQUENTLY WITH TRILAB	24 44.4	8 30.0	3 33.3	1 14.3	2 50.0	14 56.0	4 50.0	-
NEVER WITH TRILAB	2 3.7	-	-	-	-	-	2 25.0	-
LOW NET	25 46.1	8 30.0	3 33.3	1 14.3	2 50.0	14 56.0	6 75.0	-

TABLE 6A D

RELATIVE FREQUENCY OF FOLLOWING EVENT: PHONE CALLS TO LAB TO OBTAIN RESULTS  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	27 .	12 .	5 .	4 .	2 .	6 .	4 .	5 .
TOTAL ANS	55 100.0	20 100.0	9 100.0	7 100.0	4 100.0	26 100.0	8 100.0	1 100.0
HIGH NET	10 18.2	6 30.0	4 44.4	1 14.3	1 25.0	4 15.4	-	-
MORE FREQUENTLY WITH TRILAB	2 3.6	1 5.0	-	1 14.3	-	1 3.8	-	-
SIMILAR FREQUENCY WITH TRILAB	8 14.5	5 25.0	4 44.4	-	1 25.0	3 11.5	-	-
NO OPINION/UNDECIDED	1 1.8	1 5.0	-	1 14.3	-	-	-	-
LESS FREQUENTLY WITH TRILAB	36 65.5	11 55.0	3 33.3	5 71.4	3 75.0	19 73.1	5 62.5	1 100.0
NEVER WITH TRILAB	9 14.5	2 10.0	2 22.2	-	-	3 11.5	3 37.5	-
LOW NET	44 80.0	13 65.0	5 55.6	5 71.4	3 75.0	22 84.6	8 100.0	1 100.0

TABLE 6A E

RELATIVE FREQUENCY OF FOLLOWING EVENT: UNNECESSARY DUPLICATION OF REPORT DATA  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	28 9.4	13 4	8 2	4 1	2 0	7 2	4 1	5 1
TOTAL ANS	53 100.0	19 100.0	8 100.0	7 100.0	4 100.0	25 100.0	8 100.0	1 100.0
HIGH NET	14 26.4	7 36.8	2 25.0	5 71.4	-	4 16.0	2 25.0	1 100.0
MORE FREQUENTLY WITH TRILAB	5 9.4	3 15.8	-	3 42.9	-	1 4.0	1 12.5	-
SIMILAR FREQUENCY WITH TRILAB	9 17.0	4 21.1	2 25.0	2 28.6	-	3 12.0	1 12.5	1 100.0
NO OPINION/UNDECIDED	5 9.4	-	-	-	-	3 12.0	2 25.0	-
LESS FREQUENTLY WITH TRILAB	28 54.7	10 52.6	5 62.5	2 28.6	3 75.0	17 68.0	2 25.0	-
NEVER WITH TRILAB	5 9.4	2 10.5	1 12.5	-	1 25.0	1 4.0	2 25.0	-
LOW NET	34 64.2	12 63.2	6 75.0	2 28.6	4 100.0	18 72.0	4 50.0	-

TABLE 7 A

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED THE PREVIOUS DAY  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	9 *	2 *	- -	- -	1 *	1 *	1 *	5 *
TOTAL ANS	73 100.0	30 100.0	14 100.0	11 100.0	5 100.0	31 100.0	11 100.0	1 100.0
HIGH NET	88 93.2	28 88.7	10 71.4	11 100.0	5 100.0	31 100.0	10 90.9	1 100.0
OFTEN	41 56.2	18 53.3	5 35.7	8 72.7	3 60.0	18 58.1	8 54.5	1 100.0
OCCASIONALLY	27 37.0	10 33.3	5 35.7	3 27.3	2 40.0	13 41.9	4 36.4	-
UNDECIDED	-	-	-	-	-	-	-	-
RARELY	3 4.1	2 6.7	2 14.3	-	-	-	1 9.1	-
NEVER	2 2.7	2 6.7	2 14.3	-	-	-	-	-
LOW NET	5 6.8	4 13.3	4 28.6	-	-	-	1 9.1	-
MEAN	4.40	4.20	3.84	4.73	4.80	4.58	4.38	5.00
STD ERR	.11	.22	.40	.14	.24	.08	.28	-



TABLE 7 B

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED 2-8 DAYS AGO  
QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 8	2 8	-	-	1 8	3 8	1 8	5 8
TOTAL ANS	71 100.0	30 100.0	14 100.0	11 100.0	5 100.0	29 100.0	11 100.0	1 100.0
HIGH NET	81 85.8	28 88.7	10 71.4	11 100.0	5 100.0	28 89.7	8 72.7	1 100.0
OFTEN	28 38.6	14 48.7	2 14.3	7 63.6	5 100.0	7 24.1	4 38.4	1 100.0
OCCASIONALLY	35 49.3	12 40.0	8 57.1	4 38.4	-	19 65.5	4 38.4	-
UNDECIDED	2 2.8	-	-	-	-	-	2 18.2	-
RARELY	5 7.0	2 6.7	2 14.3	-	-	2 6.9	1 9.1	-
NEVER	3 4.2	2 6.7	2 14.3	-	-	1 3.4	-	-
LOW NET	8 11.3	4 13.3	4 28.6	-	-	3 10.3	1 9.1	-
MEAN	4.07	4.13	3.43	4.64	5.00	4.00	4.00	5.00
STD ERR	.12	.21	.38	.15	-	.17	.30	-

TABLE 7 C

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED 1-2 WEEKS AGO  
QUESTIONNAIRE A

	STAFF TYPE							
	TOTAL	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	10 8	2 8	- 0	- 0	1 8	2 8	1 8	5 8
TOTAL ANS	72 100.0	30 100.0	14 100.0	11 100.0	5 100.0	30 100.0	11 100.0	1 100.0
HIGH NET	45 62.5	22 73.3	9 64.3	8 72.7	5 100.0	15 50.0	7 63.6	1 100.0
OFTEN	20 27.8	10 33.3	3 21.4	4 36.4	3 60.0	5 16.7	4 36.4	1 100.0
OCCASIONALLY	25 34.7	12 40.0	6 42.9	4 36.4	2 40.0	10 33.3	3 27.3	-
UNDECIDED	3 4.2	1 3.3	- 0	1 9.1	- 0	1 3.3	1 8.1	-
RARELY	19 26.4	4 13.3	2 14.3	2 18.2	- 0	13 43.3	2 18.2	-
NEVER	5 6.9	3 10.0	3 21.4	- 0	- 0	1 3.3	1 8.1	-
LOW NET	24 33.3	7 23.3	5 35.7	2 18.2	- 0	14 46.7	3 27.3	-
MEAN	3.50	3.73	3.29	3.91	4.60	3.17	3.64	5.00
STD ERR	.16	.24	.41	.34	.24	.23	.43	-

TABLE 7 D

FREQUENCY INQUIRY CAPABILITY USED TO OBTAIN TEST RESULTS PERFORMED OVER 2 WEEKS AGO  
QUESTIONNAIRE A

	STAFF TYPE							
	P H Y S I C I A N				NURSE/ PA	ADMIN	UNSP	
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	10 *	2 *	- *	- *	1 *	2 *	1 *	5 *
TOTAL ANS	72 100.0	30 100.0	14 100.0	11 100.0	5 100.0	30 100.0	11 100.0	1 100.0
HIGH NET	39 54.2	20 68.7	8 57.1	7 63.6	5 100.0	12 40.0	8 54.5	1 100.0
OFTEN	13 18.1	8 20.0	3 21.4	1 9.1	2 40.0	3 10.0	3 27.3	1 100.0
OCCASIONALLY	28 38.1	14 48.7	5 35.7	6 54.5	3 60.0	9 30.0	3 27.3	-
UNDECIDED	3 4.2	-	-	-	-	1 3.3	2 18.2	-
RARELY	18 26.4	5 18.7	2 14.3	3 27.3	-	12 40.0	2 18.2	-
NEVER	11 15.3	5 18.7	4 28.6	1 9.1	-	5 18.7	1 9.1	-
LOW NET	30 41.7	10 33.3	6 42.9	4 38.4	-	17 58.7	3 27.3	-
MEAN	3.15	3.37	3.07	3.27	4.40	2.77	3.45	5.00
STD ERR	.17	.28	.44	.38	.24	.24	.41	-

TABLE 8

WHICH OF THE FOLLOWING CATEGORIES MOST ACCURATELY DESCRIBES YOUR USE OF THE CLINICAL LABORATORY  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		P H Y S I C I A N				NURSE/		
		TOTAL	LIGHT	MOD.	HEAVY	PA	ADMIN	UNSP
NO ANSWER	39 *	1 *	-	-	-	25 *	7 *	6 *
TOTAL ANS	43 100.0	31 100.0	14 100.0	11 100.0	6 100.0	7 100.0	5 100.0	-
LIGHT	19 44.1	14 45.1	14 100.0	-	-	2 28.8	3 60.0	-
MODERATE	18 41.9	11 35.5	-	11 100.0	-	5 71.4	2 40.0	-
HEAVY	6 14.0	6 19.4	-	-	6 100.0	-	-	-

\*\*ARTHUR D LITTLE \*\* LAB EVALUATION--WRIGHT-PATTERSON \*\* QUESTIONNAIRE-A

TABLE 9

WHAT IS YOUR PROFESSIONAL POSITION AT THIS HOSPITAL  
QUESTIONNAIRE A

	STAFF TYPE						
	PHYSICIAN				NURSE/ PA	ADMIN	UNSP
	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	6 -	-	-	-	-	-	6 -
TOTAL ANS	78 100.0	32 100.0	14 100.0	11 100.0	6 100.0	32 100.0	12 100.0
ADMINISTRATIVE OFFICER	-	-	-	-	-	-	-
ADMINISTRATIVE SPECIALIST	-	-	-	-	-	-	-
STAFF PHYSICIAN	30 38.6	30 93.7	13 92.9	10 90.9	6 100.0	-	-
HOUSE STAFF OFFICER	2 2.6	2 6.3	1 7.1	1 9.1	-	-	-
DENTIST	-	-	-	-	-	-	-
MEDICAL STUDENT	-	-	-	-	-	-	-
PHYSICIAN'S ASSISTANT/NURSE PRACT.	7 9.2	-	-	-	7 21.9	-	-
NURSE/LVN, LPN	25 32.9	-	-	-	25 78.1	-	-
CORPSMAN OR TECHNICIAN	9 11.5	-	-	-	-	9 28.0	-
REGISTRAR	-	-	-	-	-	-	-
CLERK	-	-	-	-	-	-	-
OTHER	3 3.8	-	-	-	-	3 25.0	-

TABLE 9C

HOW LONG HAVE YOU BEEN WORKING AT THIS FACILITY  
QUESTIONNAIRE A

	TOTAL	STAFF TYPE						
		PHYSICIAN				NURSE/ PA	ADMIN	UNSP
		TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 6	2 4	2 4	- -	- -	2 4	1 4	6 4
TOTAL ANS	71 100.0	30 100.0	12 100.0	11 100.0	6 100.0	30 100.0	11 100.0	- -
LESS THAN 6 MONTHS	17 23.8	11 36.7	4 33.3	4 36.4	3 50.0	5 16.7	1 9.1	- -
6-12 MONTHS	10 14.1	-	-	-	-	7 23.3	3 27.3	- -
1-3 YEARS	31 43.7	13 43.3	4 33.3	6 54.5	3 50.0	13 43.3	5 45.4	- -
3 YEARS OR MORE	13 18.3	6 20.0	4 33.4	1 9.1	-	5 16.7	2 18.2	- -

TABLE 9D

ARE YOU IN THE MILITARY QUESTIONNAIRE A								
	STAFF TYPE							
	PHYSICIAN					NURSE/ PA	ADMIN	UNSP
	TOTAL	TOTAL	LIGHT	MOD.	HEAVY			
NO ANSWER	11 *	2 *	2 *	- -	- -	2 *	1 *	6 *
TOTAL ANS	71 100.0	30 100.0	12 100.0	11 100.0	6 100.0	30 100.0	11 100.0	-
YES	68 95.8	30 100.0	12 100.0	11 100.0	6 100.0	27 90.0	11 100.0	-
NO	3 4.2	-	-	-	-	3 10.0	-	-

APPENDIX B.2 LABORATORY PERSONNEL QUESTIONNAIRE



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TABLE 1 A

SATISFACTION WITH TRILAB ON: AVAILABILITY OF SYSTEM  
QUESTIONNAIRE B

	<-----S T A F F T Y P E----->							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	8 66.7	-	8 82.5	-	-	3 100.0	-	-
VERY SATISFIED	5 41.7	-	3 37.5	-	-	2 66.7	-	-
SOMEWHAT SATISFIED	3 25.0	-	2 25.0	-	-	1 33.3	-	-
UNDECIDED/NO OPINION	3 25.0	-	2 25.0	-	-	-	-	1 100.0
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
LOW NET	1 8.3	-	1 12.5	-	-	-	-	-
MEAN	3.92	-	3.75	-	-	4.67	-	3.00
STD ERR	.38	-	.49	-	-	.33	-	-

TABLE 1 B

SATISFACTION WITH TRILAB ON: RELIABILITY OF SYSTEM  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	8 80.0	-	3 37.5	-	-	3 100.0	-	-
VERY SATISFIED	3 25.0	-	1 12.5	-	-	2 66.7	-	-
SOMEWHAT SATISFIED	3 25.0	-	2 25.0	-	-	1 33.3	-	-
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	4 33.3	-	3 37.5	-	-	-	-	1 100.0
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	4 33.3	-	3 37.5	-	-	-	-	1 100.0
MEAN	3.42	-	3.13	-	-	4.67	-	2.00
STD ERR	.36	-	.40	-	-	.33	-	-

TABLE 1 C

SATISFACTION WITH TRILAB ON: ACCURACY OF SYSTEM  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----							UNSP
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	8 66.7	-	4 50.0	-	-	3 100.0	-	1 100.0
VERY SATISFIED	3 25.0	-	1 12.5	-	-	2 66.7	-	-
SOMEWHAT SATISFIED	5 41.7	-	3 37.5	-	-	1 33.3	-	1 100.0
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	2 16.7	-	2 25.0	-	-	-	-	-
MEAN	3.75	-	3.38	-	-	4.67	-	4.00
STD ERR	.30	-	.38	-	-	.33	-	-

TABLE 1 D

SATISFACTION WITH TRILAB ON: EASE OF TEST ORDER ENTRY  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	5 41.7	-	2 25.0	-	-	3 100.0	-	-
VERY SATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT SATISFIED	3 25.0	-	-	-	-	3 100.0	-	-
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-	-
SOMEWHAT UNSATISFIED	5 41.7	-	4 50.0	-	-	-	-	1 100.0
VERY UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
LOW NET	8 50.0	-	5 62.5	-	-	-	-	1 100.0
MEAN	3.00	-	2.75	-	-	4.00	-	2.00
STD ERR	.39	-	.53	-	-	-	-	-

TABLE 1 E

SATISFACTION WITH TRILAB ON: EASE OF GENERATION OF SPECIMEN LABEL  
QUESTIONNAIRE B

	TOTAL	<-----S T A F F T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	8 50.0	-	3 37.5	-	-	2 66.7	-	1 100.0
VERY SATISFIED	4 33.3	-	3 37.5	-	-	1 33.3	-	-
SOMEWHAT SATISFIED	2 16.7	-	-	-	-	1 33.3	-	1 100.0
UNDECIDED/NO OPINION	3 25.0	-	2 25.0	-	-	1 33.3	-	-
SOMEWHAT UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
VERY UNSATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
LOW NET	3 25.0	-	3 37.5	-	-	-	-	-
MEAN	3.42	-	3.13	-	-	4.00	-	4.00
STD ERR	.43	-	.61	-	-	.58	-	-



TABLE 1 F

SATISFACTION WITH TRILAB ON: CLARITY OF WORKSHEET  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	11 91.7	-	7 87.5	-	-	3 100.0	-	1 100.0
VERY SATISFIED	5 41.7	-	4 50.0	-	-	1 33.3	-	-
SOMEWHAT SATISFIED	6 50.0	-	3 37.5	-	-	2 66.7	-	1 100.0
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-	-
MEAN	4.33	-	4.38	-	-	4.33	-	4.00
STD ERR	.19	-	.28	-	-	.33	-	-

TABLE 1 G

SATISFACTION WITH TRILAB ON: CLARITY OF PRINT-OUT  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	8 88.7	-	4 50.0	-	-	3 100.0	-	1 100.0
VERY SATISFIED	4 33.3	-	3 37.5	-	-	1 33.3	-	-
SOMEWHAT SATISFIED	4 33.3	-	1 12.5	-	-	2 66.7	-	1 100.0
UNDECIDED/NO OPINION	4 33.3	-	4 50.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-	-
MEAN	4.00	-	3.88	-	-	4.33	-	4.00
STD ERR	.25	-	.35	-	-	.33	-	-

TABLE 1 H

SATISFACTION WITH TRILAB ON: ENTRY OF RESULTS INTO SYSTEM  
QUESTIONNAIRE B

	<-----S T A F F T Y P E----->							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	8 41.7	-	3 37.5	-	-	2 66.7	-	-
VERY SATISFIED	1 8.3	-	-	-	-	1 33.3	-	-
SOMEWHAT SATISFIED	4 33.3	-	3 37.5	-	-	1 33.3	-	-
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	3 25.0	-	1 12.5	-	-	1 33.3	-	1 100.0
VERY UNSATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
LOW NET	8 41.7	-	3 37.5	-	-	1 33.3	-	1 100.0
MEAN	2.92	-	2.75	-	-	3.67	-	2.00
STD ERR	.38	-	.45	-	-	.88	-	-

TABLE 1 I

SATISFACTION WITH TRILAB ON: INQUIRY CAPABILITY  
QUESTIONNAIRE B

	TOTAL	-----S T A F F T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	9 75.0	-	5 62.5	-	-	3 100.0	-	1 100.0
VERY SATISFIED	3 25.0	-	2 25.0	-	-	-	-	1 100.0
SOMEWHAT SATISFIED	6 50.0	-	3 37.5	-	-	3 100.0	-	-
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	1 8.3	-	1 12.5	-	-	-	-	-
MEAN	3.92	-	3.75	-	-	4.00	-	5.00
STD ERR	.26	-	.37	-	-	-	-	-

TABLE 1 J

SATISFACTION WITH TRILAB ON: AVAILABILITY OF HARD COPY RESULTS  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	8 50.0	-	2 25.0	-	-	3 100.0	1 100.0
VERY SATISFIED	4 33.3	-	2 25.0	-	-	1 33.3	1 100.0
SOMEWHAT SATISFIED	2 16.7	-	-	-	-	2 66.7	-
UNDECIDED/NO OPINION	8 50.0	-	8 75.0	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-
MEAN	3.83	-	3.50	-	-	4.33	5.00
STD ERR	.27	-	.33	-	-	.33	-

TABLE 1 K

SATISFACTION WITH TRILAB ON: CAPABILITY OF EDITING FILES  
QUESTIONNAIRE B

	TOTAL	-----S T A F F T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	8 66.7	-	5 62.5	-	-	2 66.7	-	1 100.0
VERY SATISFIED	4 33.3	-	3 37.5	-	-	-	-	1 100.0
SOMEWHAT SATISFIED	4 33.3	-	2 25.0	-	-	2 66.7	-	-
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	1 8.3	-	-	-	-	1 33.3	-	-
VERY UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
LOW NET	2 16.7	-	1 12.5	-	-	1 33.3	-	-
MEAN	3.75	-	3.75	-	-	3.33	-	5.00
STD ERR	.37	-	.49	-	-	.67	-	-

TABLE 1 L

SATISFACTION WITH TRILAB ON: TIME SPENT IDENTIFYING/INDICATING ABNORMAL VALUES  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	9 75.0	-	5 62.5	-	-	3 100.0	1 100.0
VERY SATISFIED	3 25.0	-	2 25.0	-	-	1 33.3	-
SOMEWHAT SATISFIED	6 50.0	-	3 37.5	-	-	2 66.7	1 100.0
UNDECIDED/NO OPINION	3 25.0	-	3 37.5	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-
MEAN	4.00	-	3.88	-	-	4.33	4.00
STD ERR	.21	-	.30	-	-	.33	-

TABLE 1 M

SATISFACTION WITH TRILAB ON: TIME SPENT ON DEPARTMENT LOG  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	5 41.7	-	1 12.5	-	-	3 100.0	-	1 100.0
VERY SATISFIED	1 8.3	-	-	-	-	1 33.3	-	-
SOMEWHAT SATISFIED	4 33.3	-	1 12.5	-	-	2 66.7	-	1 100.0
UNDECIDED/NO OPINION	4 33.3	-	4 50.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
VERY UNSATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
LOW NET	3 25.0	-	3 37.5	-	-	-	-	-
MEAN	3.08	-	2.50	-	-	4.33	-	4.00
STD ERR	.38	-	.38	-	-	.33	-	-



TABLE 1 N

SATISFACTION WITH TRILAB ON: MEDICAL STAFF FAMILIARITY WITH TRILAB  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	4 33.3	-	2 25.0	-	-	1 33.3	1 100.0
VERY SATISFIED	1 8.3	-	1 12.5	-	-	-	-
SOMEWHAT SATISFIED	3 25.0	-	1 12.5	-	-	1 33.3	1 100.0
UNDECIDED/NO OPINION	3 25.0	-	2 25.0	-	-	1 33.3	-
SOMEWHAT UNSATISFIED	2 16.7	-	1 12.5	-	-	1 33.3	-
VERY UNSATISFIED	3 25.0	-	3 37.5	-	-	-	-
LOW NET	8 41.7	-	4 50.0	-	-	1 33.3	-
MEAN	2.75	-	2.50	-	-	3.00	4.00
STD ERR	.38	-	.53	-	-	.58	-

TABLE 1 0

SATISFACTION WITH TRILAB ON: ADEQUACY OF YOUR TRAINING WITH TRILAB  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	8 50.0	-	3 37.5	-	-	3 100.0	-
VERY SATISFIED	2 16.7	-	2 25.0	-	-	-	-
SOMEWHAT SATISFIED	4 33.3	-	1 12.5	-	-	3 100.0	-
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-
SOMEWHAT UNSATISFIED	2 16.7	-	1 12.5	-	-	-	1 100.0
VERY UNSATISFIED	2 16.7	-	2 25.0	-	-	-	-
LOW NET	4 33.3	-	3 37.5	-	-	-	1 100.0
MEAN	3.17	-	3.00	-	-	4.00	2.00
STD ERR	.41	-	.57	-	-	-	-

\*\*ARTHUR D LITTLE \*\* LAB EVALUATION--WRIGHT-PATTERSON \*\* QUESTIONNAIRE-B

TABLE 1 P

SATISFACTION WITH TRILAB ON: LEGIBILITY OF CRT SCREEN  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	11 91.7	-	7 87.5	-	-	3 100.0	-	1 100.0
VERY SATISFIED	8 50.0	-	4 50.0	-	-	2 66.7	-	-
SOMEWHAT SATISFIED	5 41.7	-	3 37.5	-	-	1 33.3	-	1 100.0
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-	-
MEAN	4.42	-	4.38	-	-	4.67	-	4.00
STD ERR	.19	-	.28	-	-	.33	-	-

TABLE 1 Q

SATISFACTION WITH TRILAB ON: EFFICIENCY OF COMMAND FUNCTIONS  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->						
	TOTAL	PATH- GLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER      UNSP
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	8 66.7	-	4 50.0	-	-	3 100.0	1 100.0
VERY SATISFIED	4 33.3	-	2 25.0	-	-	1 33.3	1 100.0
SOMEWHAT SATISFIED	4 33.3	-	2 25.0	-	-	2 66.7	-
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-
SOMEWHAT UNSATISFIED	2 16.7	-	2 25.0	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-
LOW NET	2 16.7	-	2 25.0	-	-	-	-
MEAN	3.63	-	3.50	-	-	4.33	5.00
STD ERR	.32	-	.42	-	-	.33	-

TABLE 1 R

SATISFACTION WITH TRILAB ON: LOCATION OF TERMINALS  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	11 91.7	-	7 87.5	-	-	3 100.0	1 100.0
VERY SATISFIED	4 33.3	-	3 37.5	-	-	1 33.3	-
SOMEWHAT SATISFIED	7 58.3	-	4 50.0	-	-	2 66.7	1 100.0
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-
MEAN	4.25	-	4.25	-	-	4.33	4.00
STD ERR	.18	-	.25	-	-	.33	-

TABLE 1 S

SATISFACTION WITH TRILAB ON: QUALITY CONTROL OF DATA  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	7 58.3	-	3 37.5	-	-	3 100.0	-	1 100.0
VERY SATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT SATISFIED	5 41.7	-	1 12.5	-	-	3 100.0	-	1 100.0
UNDECIDED/NO OPINION	3 25.0	-	3 37.5	-	-	-	-	-
SOMEWHAT UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
VERY UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
LOW NET	2 16.7	-	2 25.0	-	-	-	-	-
MEAN	3.50	-	3.25	-	-	4.00	-	4.00
STD ERR	.34	-	.48	-	-	-	-	-

TABLE 1 7

SATISFACTION WITH TRILAB ON: ACCURACY OF RESULTS  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	8 75.0	-	5 62.5	-	-	3 100.0	1 100.0
VERY SATISFIED	2 16.7	-	2 25.0	-	-	-	-
SOMEWHAT SATISFIED	7 58.3	-	3 37.5	-	-	3 100.0	1 100.0
UNDECIDED/NO OPINION	3 25.0	-	3 37.5	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-
MEAN	3.82	-	3.88	-	-	4.00	4.00
STD ERR	.19	-	.30	-	-	-	-

TABLE 1 U

SATISFACTION WITH TRILAB ON: LOGGING/REPORTING QUALITY CONTROL INFORMATION  
QUESTIONNAIRE B

	-----S T A F F T Y P E-----							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	5 41.7	-	3 37.5	-	-	2 66.7	-	-
VERY SATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
SOMEWHAT SATISFIED	3 25.0	-	1 12.5	-	-	2 66.7	-	-
UNDECIDED/NO OPINION	4 33.3	-	4 50.0	-	-	-	-	-
SOMEWHAT UNSATISFIED	2 16.7	-	-	-	-	1 33.3	-	1 100.0
VERY UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
LOW NET	3 25.0	-	1 12.5	-	-	1 33.3	-	1 100.0
MEAN	3.25	-	3.38	-	-	3.33	-	2.00
STD ERR	.38	-	.46	-	-	.87	-	-



TABLE 1 V

SATISFACTION WITH TRILAB ON: TIME SPENT VERIFYING PATIENT ID WITH TRILAB SYSTEM  
QUESTIONNAIRE B

	<-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	8 41.7	-	3 37.5	-	-	2 66.7	-
VERY SATISFIED	-	-	-	-	-	-	-
SOMEWHAT SATISFIED	8 41.7	-	3 37.5	-	-	2 66.7	-
UNDECIDED/NO OPINION	2 16.7	-	2 25.0	-	-	-	-
SOMEWHAT UNSATISFIED	4 33.3	-	2 25.0	-	-	1 33.3	1 100.0
VERY UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-
LOW NET	8 41.7	-	3 37.5	-	-	1 33.3	1 100.0
MEAN	2.92	-	2.88	-	-	3.33	2.00
STD ERR	.31	-	.40	-	-	.67	-

TABLE 1 W

SATISFACTION WITH TRILAB ON: SPEED/EASE OF RESULTS RETRIEVAL  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	7 58.3	-	4 50.0	-	-	2 66.7	-	1 100.0
VERY SATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
SOMEWHAT SATISFIED	6 50.0	-	3 37.5	-	-	2 66.7	-	1 100.0
UNDECIDED/NO OPINION	2 16.7	-	1 12.5	-	-	1 33.3	-	-
SOMEWHAT UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-	-
VERY UNSATISFIED	2 16.7	-	2 25.0	-	-	-	-	-
LOW NET	3 25.0	-	3 37.5	-	-	-	-	-
MEAN	3.25	-	3.00	-	-	3.67	-	4.00
STD ERR	.37	-	.53	-	-	.33	-	-

TABLE 1 X

SATISFACTION WITH TRILAB ON: RELULTS  
QUESTIONNAIRE B

	TOTAL	<-----S T A F F T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	1	-	-	-	-	-
	1	-	1	-	-	-	-	-
TOTAL ANS	11	-	7	-	-	3	-	1
	100.0	-	100.0	-	-	100.0	-	100.0
HIGH NET	8	-	4	-	-	3	-	1
	72.7	-	57.1	-	-	100.0	-	100.0
VERY SATISFIED	1	-	-	-	-	1	-	-
	9.1	-	-	-	-	33.3	-	-
SOMEWHAT SATISFIED	7	-	4	-	-	2	-	1
	63.6	-	57.1	-	-	66.7	-	100.0
UNDECIDED/NO OPINION	2	-	2	-	-	-	-	-
	18.2	-	28.6	-	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
VERY UNSATISFIED	1	-	1	-	-	-	-	-
	9.1	-	14.3	-	-	-	-	-
LOW NET	1	-	1	-	-	-	-	-
	9.1	-	14.3	-	-	-	-	-
MEAN	3.64	-	3.29	-	-	4.33	-	4.00
STD ERR	.31	-	.42	-	-	.33	-	-

TABLE 1 Y

SATISFACTION WITH TRILAB ON: CAPABILITY OF PROVIDING CUMULATIVE RESULTS TO USERS  
QUESTIONNAIRE B

	TOTAL	<-----S T A F F T Y P E----->						
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	2 *	-	1 *	-	-	1 *	-	-
TOTAL ANS	10 100.0	-	7 100.0	-	-	2 100.0	-	1 100.0
HIGH NET	4 40.0	-	1 14.3	-	-	2 100.0	-	1 100.0
VERY SATISFIED	2 20.0	-	1 14.3	-	-	1 50.0	-	-
SOMEWHAT SATISFIED	2 20.0	-	-	-	-	1 50.0	-	1 100.0
UNDECIDED/NO OPINION	5 50.0	-	5 71.4	-	-	-	-	-
SOMEWHAT UNSATISFIED	1 10.0	-	1 14.3	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	1 10.0	-	1 14.3	-	-	-	-	-
MEAN	3.50	-	3.14	-	-	4.50	-	4.00
STD ERR	.31	-	.34	-	-	.50	-	-

AD-A139 643

EVALUATION OF THE TRI-SERVICE LABORATORY SYSTEM VOLUME  
4 APPENDICES(U) LITTLE (ARTHUR D) INC CAMBRIDGE MA  
20 JUN 83 ADL-0209-2-LAB-1-Y-FINAL-VOL-4

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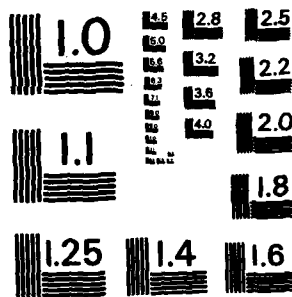
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MICROCOPY RESOLUTION TEST CHART  
NATIONAL BUREAU OF STANDARDS-1963-A

TABLE 2

OVERALL, HOW SATISFIED WITH THE TRILAB SYSTEM  
QUESTIONNAIRE B

	-----S T A F F   T Y P E----->						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	8 50.0	-	3 37.5	-	-	3 100.0	-
VERY SATISFIED	2 16.7	-	2 25.0	-	-	-	-
SOMEWHAT SATISFIED	4 33.3	-	1 12.5	-	-	3 100.0	-
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-
SOMEWHAT UNSATISFIED	4 33.3	-	3 37.5	-	-	-	1 100.0
VERY UNSATISFIED	1 8.3	-	1 12.5	-	-	-	-
LOW NET	5 41.7	-	4 50.0	-	-	-	1 100.0
MEAN	3.17	-	3.00	-	-	4.00	2.00
STD ERR	.39	-	.53	-	-	-	-

TABLE 3

OVERALL, HOW SATISFIED WITH CLINICAL LABORATORY SERVICES PROVIDED BY THIS MEDICAL CENTER  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	11 91.7	-	7 87.5	-	-	3 100.0	-	1 100.0
VERY SATISFIED	5 41.7	-	3 37.5	-	-	2 66.7	-	-
SOMEWHAT SATISFIED	6 50.0	-	4 50.0	-	-	1 33.3	-	1 100.0
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-	-
SOMEWHAT UNSATISFIED	-	-	-	-	-	-	-	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-
LOW NET	-	-	-	-	-	-	-	-
MEAN	4.33	-	4.25	-	-	4.67	-	4.00
STD ERR	.19	-	.25	-	-	.33	-	-



TABLE 4 A

FREQUENCY OF FOLLOWING WITH TRILAB: TESTS REPEATED DUE TO LOST RESULTS  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	4 33.3	-	3 37.5	-	-	-	-	1 100.0
OFTEN	-	-	-	-	-	-	-	-
OCCASIONALLY	4 33.3	-	3 37.5	-	-	-	-	1 100.0
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-	-
RARELY	7 58.3	-	4 50.0	-	-	3 100.0	-	-
NEVER	-	-	-	-	-	-	-	-
LOW NET	7 58.3	-	4 50.0	-	-	3 100.0	-	-
MEAN	2.75	-	2.56	-	-	2.00	-	4.00
STD ERR	.28	-	.35	-	-	-	-	-

TABLE 4 B

FREQUENCY OF FOLLOWING WITH TRILAB: DUPLICATION OF INFORMATION  
QUESTIONNAIRE B

	TOTAL	<-----S T A F F   T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	7 58.3	-	5 62.5	-	-	1 33.3	-	1 100.0
OFTEN	4 33.3	-	4 50.0	-	-	-	-	-
OCCASIONALLY	3 25.0	-	1 12.5	-	-	1 33.3	-	1 100.0
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-	-
RARELY	4 33.3	-	2 25.0	-	-	2 66.7	-	-
NEVER	-	-	-	-	-	-	-	-
LOW NET	4 33.3	-	2 25.0	-	-	2 66.7	-	-
MEAN	3.58	-	3.88	-	-	2.67	-	4.00
STD ERR	.38	-	.48	-	-	.67	-	-

TABLE 4 C

FREQUENCY OF FOLLOWING WITH TRILAB: TELEPHONE CALLS TO UNITS  
QUESTIONNAIRE B

	STAFF TYPE						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	8 66.7	-	5 62.5	-	-	2 66.7	1 100.0
OFTEN	2 16.7	-	2 25.0	-	-	-	-
OCCASIONALLY	6 50.0	-	3 37.5	-	-	2 66.7	1 100.0
UNDECIDED/NO OPINION	1 8.3	-	1 12.5	-	-	-	-
RARELY	2 16.7	-	1 12.5	-	-	1 33.3	-
NEVER	1 8.3	-	1 12.5	-	-	-	-
LOW NET	3 25.0	-	2 25.0	-	-	1 33.3	-
MEAN	3.50	-	3.50	-	-	3.33	4.00
STD ERR	.38	-	.50	-	-	.87	-

TABLE 4 D

FREQUENCY OF FOLLOWING WITH TRILAB: TIME SPENT ON MANUAL RECORD-KEEPING  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	1	-	-	-	-	-
	100.0	-	100.0	-	-	100.0	-	100.0
TOTAL ANS	11	-	7	-	-	3	-	1
	100.0	-	100.0	-	-	100.0	-	100.0
HIGH NET	8	-	8	-	-	2	-	-
	72.7	-	88.7	-	-	66.7	-	-
OFTEN	2	-	2	-	-	-	-	-
	18.2	-	28.6	-	-	-	-	-
OCCASIONALLY	8	-	4	-	-	2	-	-
	64.5	-	57.1	-	-	66.7	-	-
UNDECIDED/NO OPINION	1	-	1	-	-	-	-	-
	9.1	-	14.3	-	-	-	-	-
RARELY	2	-	-	-	-	1	-	1
	18.2	-	-	-	-	33.3	-	100.0
NEVER	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
LOW NET	2	-	-	-	-	1	-	1
	18.2	-	-	-	-	33.3	-	100.0
MEAN	3.73	-	4.14	-	-	3.33	-	2.00
STD ERR	.30	-	.28	-	-	.87	-	-

TABLE 4 E

FREQUENCY OF FOLLOWING WITH TRILAB: TIME SPENT PHONING STAT RESULTS TO UNIT  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	1 100.0
HIGH NET	3 25.0	-	3 37.5	-	-	-	-
OFTEN	-	-	-	-	-	-	-
OCCASIONALLY	3 25.0	-	3 37.5	-	-	-	-
UNDECIDED/NO OPINION	2 16.7	-	1 12.5	-	-	-	1 100.0
RARELY	4 33.3	-	2 25.0	-	-	2 66.7	-
NEVER	3 25.0	-	2 25.0	-	-	1 33.3	-
LOW NET	7 58.3	-	4 50.0	-	-	3 100.0	-
MEAN	2.42	-	2.63	-	-	1.67	3.00
STD ERR	.34	-	.46	-	-	.33	-

TABLE 4 F

FREQUENCY OF FOLLOWING WITH TRILAB: ERRORS IN TRANSCRIPTION  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
HIGH NET	6 50.0	-	3 37.5	-	-	2 66.7	-	1 100.0
OFTEN	-	-	-	-	-	-	-	-
OCCASIONALLY	6 50.0	-	3 37.5	-	-	2 66.7	-	1 100.0
UNDECIDED/NO OPINION	3 25.0	-	3 37.5	-	-	-	-	-
RARELY	3 25.0	-	2 25.0	-	-	1 33.3	-	-
NEVER	-	-	-	-	-	-	-	-
LOW NET	3 25.0	-	2 25.0	-	-	1 33.3	-	-
MEAN	3.25	-	3.13	-	-	3.33	-	4.00
STD ERR	.25	-	.30	-	-	.67	-	-

TABLE 5

DID YOU WORK IN THIS LABORATORY BEFORE TRILAB WAS INSTALLED IN FEBRUARY 1982  
QUESTIONNAIRE B

	TOTAL	<-----S T A F F   T Y P E----->						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANS	12 100.0	-	8 100.0	-	-	3 100.0	-	1 100.0
YES	11 91.7	-	7 87.5	-	-	3 100.0	-	1 100.0
NO	1 8.3	-	1 12.5	-	-	-	-	-

TABLE 5G A

RELATIVE FREQUENCY OF FOLLOWING: TELEPHONE CALLING TO INPATIENT UNITS/OUTPATIENT CLINICS  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	-	-	-	-	-	1
	1	-	-	-	-	-	-	1
TOTAL ANS	11	-	8	-	-	2	-	-
	100.0	-	100.0	-	-	100.0	-	-
HIGH NET	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
MORE FREQUENTLY WITH TRILAB	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
NEVER	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
LESS FREQUENTLY WITH TRILAB	8	-	8	-	-	2	-	-
	81.8	-	75.0	-	-	100.0	-	-
UNDECIDED	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
LOW NET	10	-	7	-	-	3	-	-
	90.9	-	87.5	-	-	100.0	-	-
MEAN	2.09	-	2.13	-	-	2.00	-	-
STD ERR	.21	-	.30	-	-	-	-	-



TABLE 5G 8

RELATIVE FREQUENCY OF FOLLOWING: DUPLICATION OF INFILTRATION  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	-	-	-	-	-	1
	1	-	-	-	-	-	-	1
TOTAL ANS	11	-	8	-	-	3	-	-
	100.0	-	100.0	-	-	100.0	-	-
HIGH NET	8	-	5	-	-	1	-	-
	84.8	-	62.5	-	-	33.3	-	-
MORE FREQUENTLY WITH TRILAB	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	5	-	4	-	-	1	-	-
	45.5	-	50.0	-	-	33.3	-	-
NEVER	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
LESS FREQUENTLY WITH TRILAB	4	-	2	-	-	2	-	-
	36.4	-	25.0	-	-	66.7	-	-
UNDECIDED	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
LOW NET	5	-	3	-	-	2	-	-
	45.5	-	37.5	-	-	66.7	-	-
MEAN	3.09	-	3.25	-	-	2.67	-	-
STD ERR	.39	-	.48	-	-	.67	-	-

TABLE 5G C

RELATIVE FREQUENCY OF FOLLOWING: NECESSITY OF REPEATING TESTS DUE TO INACCURATE RESULTS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 1	-	-	-	-	-	-	1 1
TOTAL ANS	11 100.0	-	8 100.0	-	-	3 100.0	-	-
HIGH NET	3 27.3	-	2 25.0	-	-	1 33.3	-	-
MORE FREQUENTLY WITH TRILAB	1 9.1	-	1 12.5	-	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	2 18.2	-	1 12.5	-	-	1 33.3	-	-
NEVER	2 18.2	-	1 12.5	-	-	1 33.3	-	-
LESS FREQUENTLY WITH TRILAB	4 36.4	-	3 37.5	-	-	1 33.3	-	-
UNDECIDED	2 18.2	-	2 25.0	-	-	-	-	-
LOW NET	6 54.5	-	5 62.5	-	-	1 33.3	-	-
MEAN	2.64	-	2.50	-	-	3.00	-	-
STD ERR	.39	-	.50	-	-	.58	-	-

TABLE 5G D

RELATIVE FREQUENCY OF FOLLOWING: TIME SPENT ON MANUAL RECORD KEEPING  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	-	-	-	-	-	1
	1	-	-	-	-	-	-	1
TOTAL ANS	11	-	8	-	-	3	-	-
	100.0	-	100.0	-	-	100.0	-	-
HIGH NET	8	-	7	-	-	2	-	-
	81.8	-	87.5	-	-	66.7	-	-
MORE FREQUENTLY WITH TRILAB	-	-	-	-	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	8	-	7	-	-	2	-	-
	81.8	-	87.5	-	-	66.7	-	-
NEVER	-	-	-	-	-	-	-	-
LESS FREQUENTLY WITH TRILAB	2	-	1	-	-	1	-	-
	18.2	-	12.5	-	-	33.3	-	-
UNDECIDED	-	-	-	-	-	-	-	-
LOW NET	2	-	1	-	-	1	-	-
	18.2	-	12.5	-	-	33.3	-	-
MEAN	3.64	-	3.75	-	-	3.33	-	-
STD ERR	.24	-	.25	-	-	.67	-	-

TABLE 5G E

RELATIVE FREQUENCY OF FOLLOWING: DISCREPANCIES IN TRANSCRIPTION  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	-	-	-	-	-	1
TOTAL ANS	11	-	8	-	-	3	-	-
	100.0	-	100.0	-	-	100.0	-	-
HIGH NET	8	-	4	-	-	2	-	-
	84.8	-	50.0	-	-	66.7	-	-
MORE FREQUENTLY WITH TRILAB	-	-	-	-	-	-	-	-
SIMILAR FREQUENCY WITH TRILAB	8	-	4	-	-	2	-	-
	84.8	-	50.0	-	-	66.7	-	-
NEVER	-	-	-	-	-	-	-	-
LESS FREQUENTLY WITH TRILAB	8	-	4	-	-	1	-	-
	48.8	-	50.0	-	-	33.3	-	-
UNDECIDED	-	-	-	-	-	-	-	-
LOW NET	8	-	4	-	-	1	-	-
	48.8	-	50.0	-	-	33.3	-	-
MEAN	3.09	-	3.00	-	-	3.33	-	-
STD ERR	.31	-	.38	-	-	.67	-	-

TABLE B A

RATING OF IMPROVEMENT WITH TRILAB: FORMAT OF LAB REQUEST/RESULTS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 1	-	-	-	-	-	-	1 1
TOTAL ANS	11 100.0	-	8 100.0	-	-	3 100.0	-	-
HIGH NET	5 45.5	-	4 50.0	-	-	1 33.3	-	-
VERY IMPORTANT	1 9.1	-	1 12.5	-	-	-	-	-
SOMEWHAT IMPORTANT	4 36.4	-	3 37.5	-	-	1 33.3	-	-
UNDECIDED/NO OPINION	3 27.3	-	2 25.0	-	-	1 33.3	-	-
SOMEWHAT UNIMPORTANT	1 9.1	-	-	-	-	1 33.3	-	-
VERY UNIMPORTANT	2 18.2	-	2 25.0	-	-	-	-	-
LOW NET	3 27.3	-	2 25.0	-	-	1 33.3	-	-
MEAN	3.00	-	3.13	-	-	3.00	-	-
STD ERR	.39	-	.52	-	-	.58	-	-

TABLE B B

RATING OF IMPROVEMENT WITH TRILAB: EFFICIENCY OF LABORATORY OPERATIONS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 8	-	-	-	-	-	-	1 8
TOTAL ANS	11 100.0	-	8 100.0	-	-	3 100.0	-	-
HIGH NET	7 63.6	-	4 50.0	-	-	3 100.0	-	-
VERY IMPORTANT	2 18.2	-	1 12.5	-	-	1 33.3	-	-
SOMEWHAT IMPORTANT	5 45.5	-	3 37.5	-	-	2 66.7	-	-
UNDECIDED/NO OPINION	1 9.1	-	1 12.5	-	-	-	-	-
SOMEWHAT UNIMPORTANT	1 9.1	-	1 12.5	-	-	-	-	-
VERY UNIMPORTANT	2 18.2	-	2 25.0	-	-	-	-	-
LOW NET	3 27.3	-	3 37.5	-	-	-	-	-
MEAN	3.36	-	3.00	-	-	4.33	-	-
STD ERR	.43	-	.53	-	-	.33	-	-

TABLE B C

RATING OF IMPROVEMENT WITH TRILAB: ACCURACY OF RESULTS  
QUESTIONNAIRE B

	TOTAL	-----S T A F F   T Y P E-----						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1 100.0	-	-	-	-	-	-	1 100.0
TOTAL ANS	11 100.0	-	8 100.0	-	-	3 100.0	-	-
HIGH NET	7 63.6	-	5 62.5	-	-	2 66.7	-	-
VERY IMPORTANT	3 27.3	-	2 25.0	-	-	1 33.3	-	-
SOMEWHAT IMPORTANT	4 36.4	-	3 37.5	-	-	1 33.3	-	-
UNDECIDED/NO OPINION	3 27.3	-	2 25.0	-	-	1 33.3	-	-
SOMEWHAT UNIMPORTANT	-	-	-	-	-	-	-	-
VERY UNIMPORTANT	1 9.1	-	1 12.5	-	-	-	-	-
LOW NET	1 9.1	-	1 12.5	-	-	-	-	-
MEAN	3.73	-	3.63	-	-	4.00	-	-
STD ERR	.38	-	.48	-	-	.58	-	-

TABLE B D

RATING OF IMPROVEMENT WITH TRILAB: EASE OF INFORMATION STORAGE AND RETRIEVAL  
QUESTIONNAIRE B

	TOTAL	STAFF TYPE						UNSP
		PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	
NO ANSWER	1	-	-	-	-	-	-	1
	1	-	-	-	-	-	-	1
TOTAL ANS	11	-	8	-	-	2	-	-
	100.0	-	100.0	-	-	100.0	-	-
HIGH NET	7	-	8	-	-	2	-	-
	63.6	-	82.5	-	-	88.7	-	-
VERY IMPORTANT	3	-	2	-	-	1	-	-
	27.3	-	25.0	-	-	33.3	-	-
SOMEWHAT IMPORTANT	4	-	3	-	-	1	-	-
	36.4	-	37.5	-	-	33.3	-	-
UNDECIDED/NO OPINION	2	-	1	-	-	1	-	-
	18.2	-	12.5	-	-	33.3	-	-
SOMEWHAT UNIMPORTANT	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
VERY UNIMPORTANT	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
LOW NET	2	-	2	-	-	-	-	-
	18.2	-	25.0	-	-	-	-	-
MEAN	3.64	-	3.50	-	-	4.00	-	-
STD ERR	.38	-	.50	-	-	.58	-	-



TABLE 6 E

RATING OF IMPROVEMENT WITH TRILAB: NUMBER OF TELEPHONE CALLS  
QUESTIONNAIRE B

	<-----S T A F F T Y P E----->							
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	1	-	-	-	-	-	-	1
	1	-	-	-	-	-	-	1
TOTAL ANS	11	-	8	-	-	3	-	-
	100.0	-	100.0	-	-	100.0	-	-
HIGH NET	8	-	4	-	-	2	-	-
	84.8	-	50.0	-	-	66.7	-	-
VERY IMPORTANT	4	-	3	-	-	1	-	-
	36.4	-	37.5	-	-	33.3	-	-
SOMEWHAT IMPORTANT	2	-	1	-	-	1	-	-
	18.2	-	12.5	-	-	33.3	-	-
UNDECIDED/NO OPINION	3	-	3	-	-	-	-	-
	27.3	-	37.5	-	-	-	-	-
SOMEWHAT UNIMPORTANT	1	-	1	-	-	-	-	-
	9.1	-	12.5	-	-	-	-	-
VERY UNIMPORTANT	1	-	-	-	-	1	-	-
	9.1	-	-	-	-	33.3	-	-
LOW NET	2	-	1	-	-	1	-	-
	18.2	-	12.5	-	-	33.3	-	-
MEAN	3.64	-	3.75	-	-	3.33	-	-
STD ERR	.41	-	.41	-	-	1.20	-	-

TABLE 7

WHAT IS YOUR PROFESSIONAL SPECIALTY  
QUESTIONNAIRE B

	-----STAFF TYPE-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	1 0	-	-	-	-	-	-
TOTAL ANS	11 100.0	-	8 100.0	-	-	3 100.0	-
PATHOLOGIST/PHYSICIAN	-	-	-	-	-	-	-
LAB TECHNICIAN	8 72.7	-	8 100.0	-	-	-	-
RECEPTIONIST/CLERK	-	-	-	-	-	-	-
LAB STUDENT	-	-	-	-	-	-	-
LAB OFFICER	3 27.3	-	-	-	-	3 100.0	-
OTHER	-	-	-	-	-	-	-

TABLE 7B

HOW LONG HAVE YOU BEEN WORKING AT THIS FACILITY  
QUESTIONNAIRE B

	-----S T A F F   T Y P E-----						
	TOTAL	PATH- OLOGIST/ PHY- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER
NO ANSWER	1	-	-	-	-	-	-
	1	-	-	-	-	-	-
TOTAL ANS	11	-	8	-	-	2	-
	100.0	-	100.0	-	-	100.0	-
LESS THAN 8 MONTHS	1	-	1	-	-	-	-
	9.1	-	12.5	-	-	-	-
8-11 MONTHS	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
1-3 YEARS	8	-	8	-	-	2	-
	72.7	-	75.0	-	-	88.7	-
3 YEARS OR MORE	2	-	1	-	-	1	-
	18.2	-	12.5	-	-	33.3	-

TABLE 7C

ARE YOU IN THE MILITARY  
QUESTIONNAIRE B

		-----STAFF TYPE-----						
	TOTAL	PATH- OLOGIST/ PWV- SICIAN	LAB TECH- NICIAN	RECEP- TIONIST/ CLERK	LAB STUDENT	LAB OFFICER	OTHER	UNSP
NO ANSWER	1 0	-	-	-	-	-	-	1 0
TOTAL ANS	11 100.0	-	8 100.0	-	-	3 100.0	-	-
YES	10 90.9	-	7 87.5	-	-	3 100.0	-	-
NO	1 9.1	-	1 12.5	-	-	-	-	-



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TABLE 1

OVERALL SATISFACTION WITH THE CLINICAL LABORATORY SERVICES AT THIS MEDICAL CENTER

	TOTAL	MILITARY STATUS							PATIENT STATUS		
		OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	8 100.0	-	-	1 100.0	-	-	-	-	-	1 100.0	-
TOTAL ANS	38 100.0	8 100.0	2 100.0	6 100.0	12 100.0	10 100.0	-	4 100.0	1 100.0	34 100.0	3 100.0
HIGH NET	32 84.2	5 83.3	1 50.0	5 83.3	11 91.7	9 90.0	-	3 75.0	1 100.0	28 82.4	3 100.0
VERY SATISFIED	23 60.5	5 83.3	1 50.0	3 50.0	10 83.3	5 50.0	-	1 25.0	-	21 61.8	2 66.7
SOMEWHAT SATISFIED	9 23.7	-	-	2 33.3	1 8.3	4 40.0	-	2 50.0	1 100.0	7 20.6	1 33.3
UNDECIDED/NO OPINION	3 7.9	1 16.7	-	1 16.7	1 8.3	-	-	-	-	3 8.8	-
SOMEWHAT UNSATISFIED	3 7.9	-	1 50.0	-	-	1 10.0	-	1 25.0	-	3 8.8	-
VERY UNSATISFIED	-	-	-	-	-	-	-	-	-	-	-
LOW NET	3 7.9	-	1 50.0	-	-	1 10.0	-	1 25.0	-	3 8.8	-
MEAN	4.37	4.67	3.50	4.33	4.75	4.30	-	3.75	4.00	4.35	4.67
STD ERR	.15	.33	1.50	.33	.18	.30	-	.63	-	.17	.33

TABLE 2

SATISFACTION WITH THE AMOUNT OF TIME YOU HAVE TO WAIT AFTER YOU REGISTER WITH THE LAB RECEPTIONIST

	TOTAL	M I L I T A R Y   S T A T U S						P A T I E N T   S T A T U S		
		OFF- ICER	EN- LISTED	DEPENDING ENT RETIREE	DEPENDING OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	5 *	-	-	-	-	-	-	-	-	-
TOTAL ANS	38 100.0	6 100.0	2 100.0	7 100.0	12 100.0	10 100.0	-	4 100.0	1 100.0	35 100.0
HIGH NET	28 71.8	5 83.3	1 50.0	4 57.1	8 75.0	9 90.0	-	2 50.0	1 100.0	28 74.3
VERY SATISFIED	18 48.2	4 66.7	1 50.0	3 42.8	5 41.7	5 50.0	-	1 25.0	-	17 48.6
SOMEWHAT SATISFIED	10 28.6	1 16.7	-	1 14.3	4 33.3	4 40.0	-	1 25.0	1 100.0	9 25.7
UNDECIDED/NO OPINION	3 7.7	1 16.7	-	-	2 16.7	-	-	-	-	2 5.7
SOMEWHAT UNSATISFIED	5 12.8	-	1 50.0	3 42.8	1 8.3	-	-	-	-	4 11.4
VERY UNSATISFIED	3 7.7	-	-	-	-	1 10.0	-	2 50.0	-	3 8.6
LOW NET	8 20.5	-	1 50.0	3 42.8	1 8.3	1 10.0	-	2 50.0	-	7 20.0
MEAN	3.90	4.50	3.50	3.57	4.08	4.20	-	2.75	4.00	3.94
STD ERR	.21	.34	1.50	.57	.28	.38	-	1.03	-	.23



TABLE 3

SATISFACTION WITH THE AMOUNT OF TIME YOU HAVE TO WAIT TO BE SERVICED BY A LAB TECHNICIAN

	TOTAL	MILITARY STATUS							PATIENT STATUS		
		OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	5 9	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TOTAL ANS	39 100.0	8 100.0	2 100.0	7 100.0	12 100.0	10 100.0	-	4 100.0	1 100.0	38 100.0	3 100.0
HIGH NET	28 71.8	5 83.3	1 50.0	5 71.4	8 66.7	8 80.0	-	2 50.0	1 100.0	28 74.3	1 33.3
VERY SATISFIED	19 48.7	4 66.7	1 50.0	3 42.8	8 60.0	5 50.0	-	1 25.0	-	18 51.4	1 33.3
SOMEWHAT SATISFIED	9 23.1	1 16.7	-	2 28.6	2 16.7	4 40.0	-	1 25.0	1 100.0	8 22.8	-
UNDECIDED/NO OPINION	2 5.1	1 16.7	-	-	1 8.3	-	-	-	-	1 2.8	1 33.3
SOMEWHAT UNSATISFIED	8 18.4	-	1 50.0	1 14.3	3 25.0	-	-	1 25.0	-	8 14.3	1 33.3
VERY UNSATISFIED	3 7.7	-	-	1 14.3	-	1 10.0	-	1 25.0	-	3 8.8	-
LOW NET	9 23.1	-	1 50.0	2 28.6	3 25.0	1 10.0	-	2 50.0	-	8 22.8	1 33.3
MEAN	3.90	4.50	3.50	3.71	3.82	4.20	-	3.00	4.00	3.94	3.33
STD ERR	.22	.34	1.50	.81	.38	.38	-	.91	-	.24	.68

TABLE 4

HOW OFTEN HAS IT BEEN NECESSARY FOR YOU TO HAVE A TEST REPEATED DUE TO LOST OR BAD RESULTS

		MILITARY STATUS							PATIENT STATUS		
		TOTAL	OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT
NO ANSWER	5 100.0	-	-	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	6 100.0	2 100.0	7 100.0	12 100.0	10 100.0	-	4 100.0	1 100.0	25 100.0	3 100.0
HIGH NET	3 7.7	1 16.7	-	-	1 8.3	-	-	1 25.0	-	2 8.7	1 33.3
OFTEN	-	-	-	-	-	-	-	-	-	-	-
OCCASIONALLY	3 7.7	1 16.7	-	-	1 8.3	-	-	1 25.0	-	2 8.7	1 33.3
DON'T KNOW/NOT APPLICABLE	3 7.7	1 16.7	-	-	-	-	-	2 50.0	-	3 8.6	-
RARELY	7 17.8	1 16.7	2 100.0	1 14.3	3 25.0	-	-	-	-	6 17.1	1 33.3
NEVER	26 66.7	3 50.0	-	6 85.7	8 66.7	10 100.0	-	1 25.0	1 100.0	24 66.6	1 33.3
LOW NET	33 84.6	4 66.7	2 100.0	7 100.0	11 91.7	10 100.0	-	1 25.0	1 100.0	30 66.7	2 66.7
MEAN	1.56	2.00	2.00	1.14	1.50	1.00	-	2.75	1.00	1.51	2.33
STD ERR	.15	.52	-	.14	.26	-	-	.63	-	.15	.88

TABLE 5

HOW OFTEN HAVE YOU BEEN DELAYED AT LAB RECEPTION AREA DUE TO IMPROPER COMPLETION OF YOUR TEST REQUEST FORM

		MILITARY STATUS							PATIENT STATUS		
		TOTAL	OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT
NO ANSWER	8 9	- -	- -	- -	- -	- -	- -	1 9	- -	1 9	- -
TOTAL ANS	38 100.0	6 100.0	2 100.0	7 100.0	12 100.0	10 100.0	-	3 100.0	1 100.0	34 100.0	3 100.0
HIGH NET	5 13.2	- -	- -	1 14.3	2 16.7	2 20.0	-	-	-	4 11.8	1 33.3
OFTEN	2 5.3	- -	- -	-	1 8.3	1 10.0	-	-	-	2 5.9	-
OCCASIONALLY	3 7.9	- -	- -	1 14.3	1 8.3	1 10.0	-	-	-	2 5.9	1 33.3
DON'T KNOW/NOT APPLICABLE	3 7.9	1 16.7	-	-	-	-	-	2 66.7	-	3 8.8	-
RARELY	7 18.4	2 33.3	2 100.0	1 14.3	1 8.3	1 10.0	-	-	-	6 17.8	1 33.3
NEVER	23 60.5	3 50.0	-	8 71.4	8 75.0	7 70.0	-	1 33.3	1 100.0	21 61.8	1 33.3
LOW NET	30 78.9	5 83.3	2 100.0	8 85.7	10 83.3	8 80.0	-	1 33.3	1 100.0	27 79.4	2 66.7
MEAN	1.78	1.67	2.00	1.57	1.67	1.80	-	2.33	1.00	1.78	2.33
STD ERR	.20	.33	-	.43	.40	.47	-	.87	-	.21	.88

TABLE 6A

WHAT IS YOUR MILITARY STATUS											
M I L I T A R Y   S T A T U S											
-----											
M I L I T A R Y   S T A T U S								P A T I E N T   S T A T U S			
	TOTAL	OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF RET	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	5 2	-	-	-	-	-	-	-	-	-	-
TOTAL ANS	39 100.0	8 100.0	2 100.0	7 100.0	12 100.0	10 100.0	-	4 100.0	1 100.0	35 100.0	3 100.0
OFFICER	8 15.4	8 100.0	-	-	2 16.7	-	-	-	-	5 14.3	1 33.3
ENLISTED	2 5.1	-	2 100.0	-	-	-	-	-	-	2 5.7	-
DEPENDENT OF ACTIVE DUTY	7 17.9	-	-	7 100.0	-	-	-	-	-	7 20.0	-
RETIREE	12 30.8	2 33.3	-	-	12 100.0	-	-	-	-	10 28.6	2 66.7
DEPENDENT OF RETIREE	10 25.6	-	-	-	-	10 100.0	-	-	1 100.0	9 25.7	-
CIVILIAN	-	-	-	-	-	-	-	-	-	-	-
OTHER	4 10.3	-	-	-	-	-	-	4 100.0	-	4 11.4	-

TABLE 68

		PATIENT STATUS									
		MILITARY STATUS							PATIENT STATUS		
		OFF- ICER	EN- LISTED	DEPEND- ENT	RETIREE	DEPEND. OF REY	CIV- ILIAN	OTHER	IN- PATIENT	OUT- PATIENT	OTHER
NO ANSWER	8 0	-	-	-	-	-	-	-	-	-	-
TOTAL ANS	38 100.0	8 100.0	2 100.0	7 100.0	12 100.0	10 100.0	-	4 100.0	1 100.0	38 100.0	3 100.0
INPATIENT	1 2.6	-	-	-	-	1 10.0	-	-	1 100.0	-	-
OUTPATIENT	38 99.7	8 83.3	2 100.0	7 100.0	10 83.3	8 90.0	-	4 100.0	-	38 100.0	-
OTHER	3 7.7	1 18.7	-	-	2 18.7	-	-	-	-	-	3 100.0

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